



Report

Poverty and Social exclusion

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Eurobarometer 72.1

POVERTY AND SOCIAL EXCLUSION

Conducted by TNS Opinion & Social at the request of Directorate General Employment

Survey co-ordinated by Directorate General Communication

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INTRODUCTION

Solidarity is one of the guiding principles of the European Union, meaning that all citizens should be able to share in the benefits of prosperous times, while also sharing the burden in times of difficulty. Yet nearly 80 million Europeans live below the poverty line, and many face serious obstacles in accessing employment, education, housing, social and financial services.

Ten years after Heads of State and Governments committed to a major drive against poverty in the EU, 2010 will mark the European Year for Combating Poverty and Social Exclusion. Its goals cover four broad objectives and guiding principles:

- a recognition of the right of those living in poverty and suffering social exclusion to live in dignity, and play an active part in society;
- a shared responsibility for and participation in the fight against poverty, with an emphasis on both collective and individual action;
- the promotion of cohesion, highlighting the advantages of the eradication of poverty, and greater social inclusion, for all members of society;
- political commitment at all levels of governance and concrete action to eradicate poverty and social exclusion, as well as a commitment to these goals within societies.

A previous Eurobarometer survey in 2007¹ highlighted that the majority of Europeans believed poverty was a widespread problem that affects the majority of people in the continent to some degree.

Since then, Europe has experienced a period of economic upheaval as a result of the global financial crisis. The impact of this on the European economy is still being felt right across Europe, and has put additional pressure on Europeans and their governments as they work to restore national economies.

With this backdrop a new survey was commissioned to see where opinion about poverty and social exclusion stood in Europe in autumn 2009.

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¹ http://ec.europa.eu/public opinion/archives/ebs/ebs 279 en.pdf

The survey was commissioned by the European Commission's Directorate General (DG) for Employment, Social Affairs and Equal Opportunities, and was coordinated by the Directorate-General for Communication. It was carried out by TNS Opinion & Social network between 28 August and 17 September 2009. The methodology used is that of Eurobarometer surveys as carried out by the Directorate General for Communication ("Research and Political Analysis" Unit)². A technical note on the manner in which interviews were conducted by the Institutes within the TNS Opinion & Social network is appended as an annex to this report. This note indicates the interview methods and the confidence intervals³.

The report is structured as follows:

- Setting the context by analysing the economic situation of respondents;
- The perceived extent of poverty and social exclusion in Europe;
- The (self-)perceived risk of poverty and social exclusion;
- The implications of poverty and social exclusion;
- Reasons for poverty and social exclusion;
- Attitudes and opinions regarding poverty and social exclusion;
- Combating poverty and social exclusion;
- Access to social services.

The findings of this survey have been analysed firstly at EU level and then country by country. Where the data exists, results have also been compared to the previous survey conducted in 2007. A variety of socio-demographic variables — such as respondents' gender, age, education and occupation — have been used to provide additional analysis. The following key variables have also been used in the analysis for deeper insight into perceptions of and attitudes towards poverty and social exclusion:

- Respondents' placement on the "poor to rich" scale
- Respondent households' ability to make ends meet
- Respondent households' ability to keep up with bills and credit commitments
- Respondents' perception of the extent of poverty
- Respondents' views about government spending on poverty

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² <u>http://ec.europa.eu/public_opinion/index_en.htm</u>

The results tables are included in the annex. It should be noted that the total of the percentages in the tables of this report may exceed 100% when the respondent can give several answers to the same question.

The Euro barometer web site can be consulted at the following address: http://ec.europa.eu/public_opinion/index_en.htm

We would like to take the opportunity to thank all the respondents across the continent who have given their time to take part in this survey. Without their active participation, this study would not have been possible.

In this report, the countries are represented by their official abbreviations. The abbreviations used in this report correspond to:

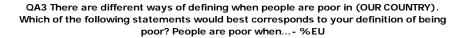
ABBREVIATIONS European Union – 27 Member States FU27 BE, IT, FR, DE, LU, NL, DK, UK, IE, PT, ES, EL, AT, EU15 SE, FI NMS12 BG, CZ, EE, CY, LT, LV, MT, HU, PL, RO, SL, SK DK/NA Don't know / No answer ΒE Belgium BG Bulgaria CZ Czech Republic DK Denmark DE Germany ΕE Estonia EL Greece ES Spain FR France ΙE Ireland IT Italy CY Republic of Cyprus* Area not controlled by the government of the CY (tcc) Republic of Cyprus LT Lithuania LV Latvia LU Luxembourg HU Hungary MT Malta NLThe Netherlands Austria AT PLPoland PT Portugal RΩ Romania SI Slovenia SK Slovakia FΙ Finland SE Sweden UK The United Kingdom

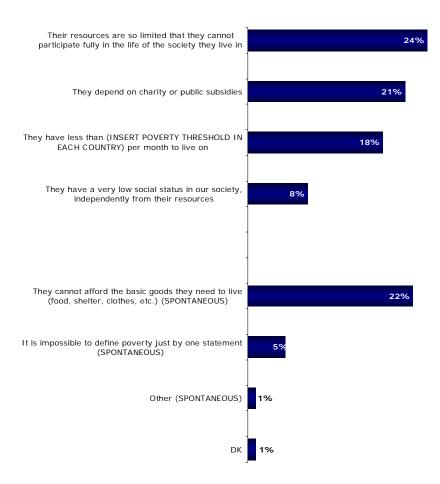
^{*}Cyprus as a whole is one of the 27 European Union Member States. However, the "acquis communautaire" is suspended in the part of the country that is not controlled by the government of the Republic of Cyprus. For practical reasons, only the interviews conducted in the part of the country controlled by the government of the Republic of Cyprus are recorded in the category "CY" and included in the EU27 average. The interviews conducted in the part of the country not controlled by the government of the Republic of Cyprus are recorded in the category "CY(tcc)" [tcc: Turkish Cypriot Community].

1. PERCEIVED EXTENT OF POVERTY AND SOCIAL EXCLUSION

1.1 Europeans' preferred definition of poverty

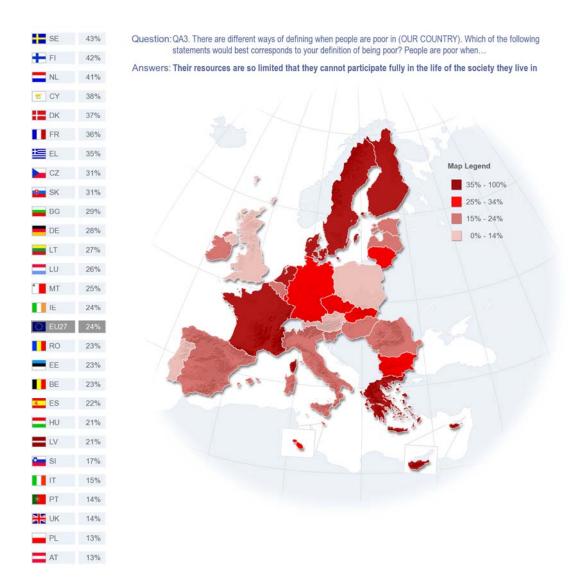
Nearly 80 million people in the EU (16% of the total population) live below the poverty line. According to the survey, its citizens have different ways of understanding poverty. For around a quarter (24%), people are poor when their resources are so limited that they cannot participate fully in the society they live in. A further 22% see poverty as not being able to afford the basic goods one needs to live, while 21% view it as having to depend on charity or public subsidies. A sizeable minority (18%) believes that people are poor when they have less than the poverty threshold per month to live on⁴.





⁴ QA3 There are different ways of defining when people are poor in (OUR COUNTRY). Which of the following statements would best corresponds to your definition of being poor? People are poor when... (ROTATE)

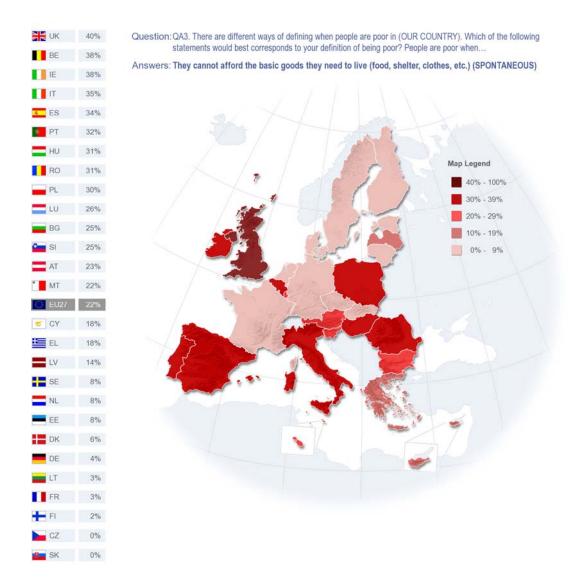
More of the Swedes (43%), Fins (42%) and Dutch (41%), believe that people are poor when their resources are so limited that they cannot participate fully in the society they live in than those in any other country.



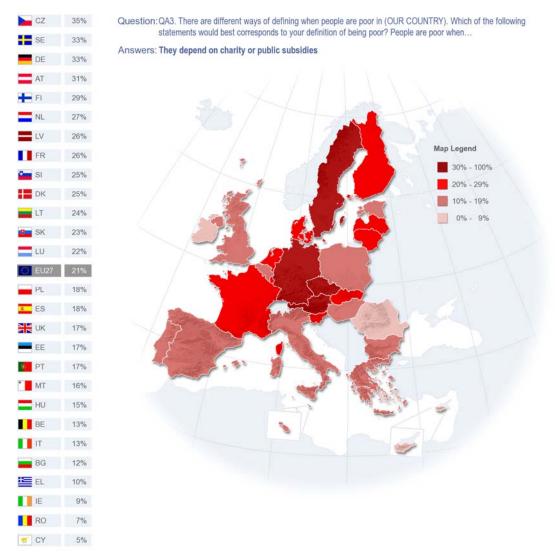
The countries where the fewest number respondents define poverty in this way are Austria and Portugal (each 13%).

Looking at Europe-wide socio-demographic groups, those who stayed in full-time education until age 20 or older most often felt the same (30%), but the survey mostly shows that one's economic situation does not influence the extent to which people identify with this definition of poverty.

Europeans' understanding of poverty differs greatly; around four in ten respondents from the UK (40%), Belgium and Ireland (each 38%) spontaneously defined poverty as not being able to afford the basic goods people need to live, whereas those in Slovakia and the Czech Republic didn't mention this at all. In various other countries (France and Finland, to name two) very few responded in the same way.



Those in the Czech Republic (35%), followed by respondents in Sweden, Germany (each 33%) and Austria (31%) were most likely to think that people are poor when they depend on charity or public subsidies.

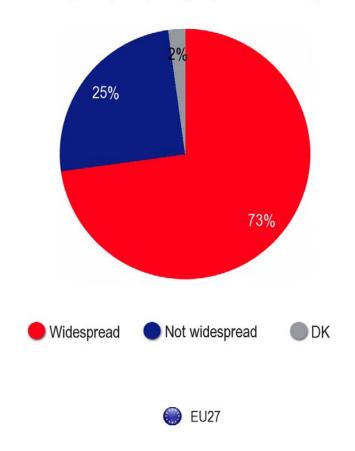


Conversely, less than one respondent in ten in Cyprus (5%), Romania (7%) and Ireland (9%) chose "having to depend on public charities" as the best definition of poverty.

Finally, the survey shows that the weaker respondents' financial position (i.e. they have difficulties making ends meet and keeping up with bills and credit commitments; they classify their household as 'poor'), the more likely they are to think this is what poverty is. This is not the case for the unemployed (20% vs. EU average of 21%).

1.2 The perceived extent of poverty in the EU

Nearly three quarters of Europeans (73%) feel that poverty in their country is widespread, while a quarter think the opposite and two percent don't know⁵.

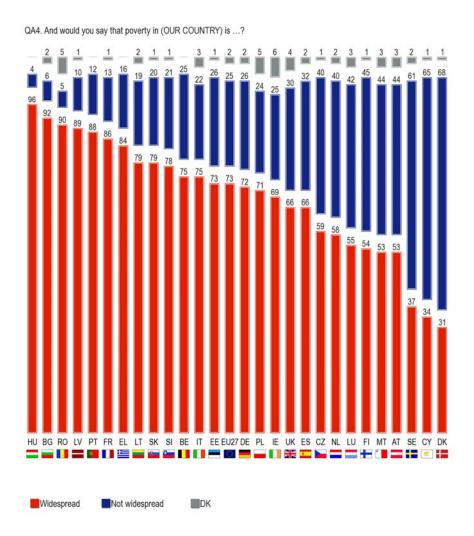


QA4. And would you say that poverty in (OUR COUNTRY) is ...?

Again the extent to which poverty is seen as widespread differs greatly from country to country. In Hungary, Bulgaria and Romania, at least 90% of citizens perceive it to be widespread, whereas in Denmark (31%), Cyprus (34%) and Sweden (37%) less than a fourth thinks so.

-

 $^{^{\}rm 5}$ QA4 And would you say that poverty in (OUR COUNTRY) is ...?



Gender, education and respondents' employment situation all make a difference with regards to the how widespread poverty is thought to be. Women more often than men believe poverty is widespread; in terms of age the largest difference is noted between young respondents and those aged 40 to 54, while those who stayed in full-time education the longest less often consider it so than those who left school earlier. The most striking differences, however, are recorded between people with different working situations: 82% of unemployed respondents believe poverty is widespread in their country (compared to 69% of managers and 64% of students).

QA4 And would you say that poverty in (OUR COUNTRY) is \dots ?

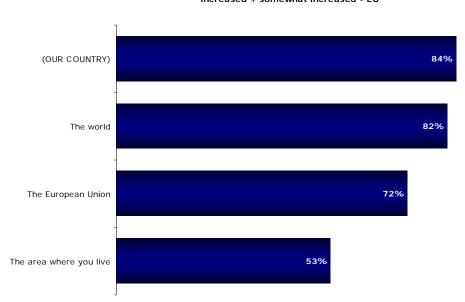
		Widespread	Not widespread	DK
	EU27	73%	25%	2%
	Sex			
m	Male	70%	28%	2%
II T	Female	76%	22%	2%
	Age			
600	15-24	69%	29%	2%
11	25-39	74%	24%	2%
	40-54	75%	23%	2%
	55 +	72%	25%	3%
	Education (End of)			
	15-	75%	22%	3%
4/	16-19	76%	22%	2%
	20+	68%	31%	1%
-	Still studying	64%	33%	3%
	Respondent occupa	ition scale		
	Self- employed	70%	28%	2%
-II	Managers	69%	30%	1%
N/	Other white collars	72%	26%	2%
	Manual workers	76%	22%	2%
	House persons	76%	21%	3%
	Unemployed	82%	17%	1%
	Retired	72%	25%	3%
	Students	64%	33%	3%

This strong split is even more apparent when looking at respondents' actual financial situation:

- Ability to pay bills on time: nine out of ten respondents who experience difficulties paying their bills on time believe poverty is widespread in their country, compared to 68% of those without such difficulties
- Ability to make ends meet: 88% of those who have difficulty making ends meet believed it was widespread, compared to the 62% who find it easy
- "Poor to rich scale": 84% of respondents living in a 'poor' household say there is a lot of poverty in their country compared to 63% of those living in a 'rich' household

1.3 Developments over the last three years

More than four fifths of Europeans (84%) think that poverty has increased in their country in the last three years and 82% believe it has increased worldwide, while 72% believe it has increased in the European Union as a whole and 53% said that poverty has increased in the area where they live⁶.



QA7 Generally speaking, would you say that poverty has strongly increased, somewhat increased, somewhat decreased or strongly decreased in the last three years in ...? strongly increased + somewhat increased - EU

1.3.1: Perceived developments of poverty in respondents' country

A majority of respondents in every single EU Member State is of the view that poverty has increased in their country. Nearly all Hungarians and Latvians thought so (97%) with just under two thirds of them expressing the view that poverty has 'strongly increased' in the last three years (64% and 62%, respectively). The only other country where over half of respondents take this most outspoken position is Greece (54% 'strongly increased') but there are several other countries where over nine out of ten feel that poverty has strongly or somewhat increased, including France (93%) and Slovakia and Spain (each 91%).

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⁶ QA7 Generally speaking, would you say that poverty has strongly increased, somewhat increased, somewhat decreased or strongly decreased in the last three years in ...?

HU

Decreased

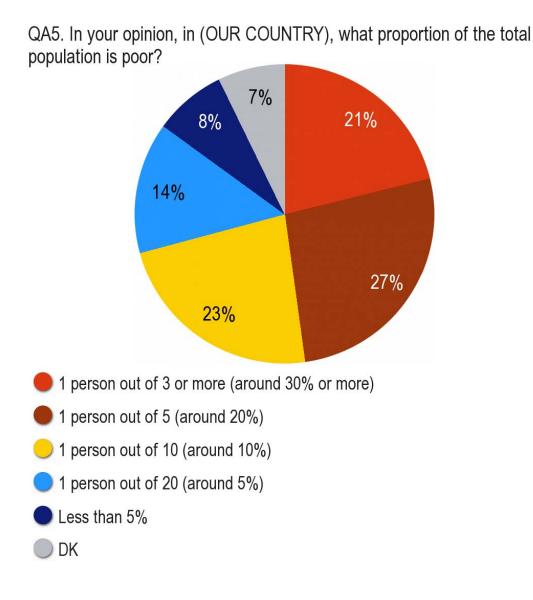
Public opinion about developments at national level shows little variation by gender, age, education and occupation. The young and in particular students stand out somewhat in that they least often believe poverty has increased (76%) in their country. Differences in financial situations also don't seem to impact opinion strongly even if financially vulnerable respondents are even more convinced that poverty increased than those who are better off.

LV FR EL SK ES LT DE SI EE BE EU27 PT FI IT BG RO SE IE CZ LU NL AT UK MT CY DK PL

Stayed about the same (SPONTANEOUS)

1.4 The proportion of Europeans thought to be poor

The way Europeans estimate the proportion of poor people in their country is fairly evenly distributed⁷: 21% believe that one person in three is poor; 27% believe that one person in five is poor; 23% believe that one person in ten is poor; and 14% believe that one person out of twenty is poor.



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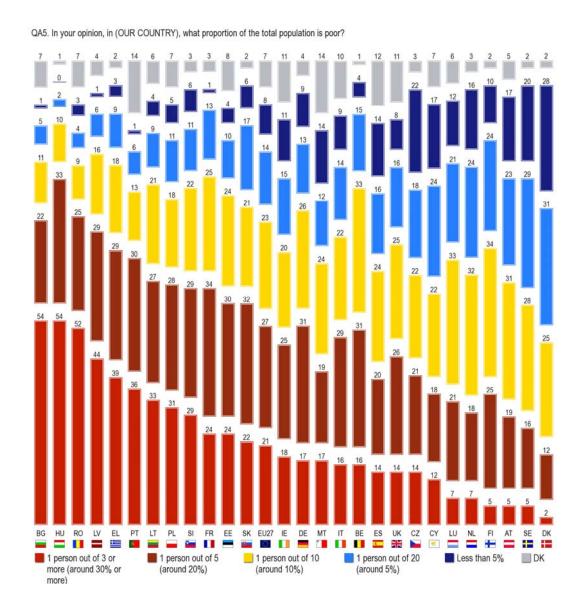
 $^{^{\}rm 7}$ QA5 In your opinion, in (OUR COUNTRY), what proportion of the total population is poor?

Nationally, estimates are less evenly distributed. Over half of respondents in Hungary, Bulgaria (each 54%) and Romania (52%), countries where – as noted earlier – poverty is most believed to widespread, said that they thought one person in three was poor in their country. These are also the countries – as noted earlier – where poverty is most perceived to be widespread. Meanwhile those in Latvia (44%), Greece (39%), Portugal (36%), Lithuania (33%) and Poland (31%) are most likely to feel the same way.

In Slovenia, an equal proportion of people feel that one person in three and one person in five is poor (each 29%) and there are eight Member States where the latter estimate is the most popular: France (34%), Slovakia (32%), Germany, Belgium (each 31%), Estonia (30%), Italy (29%), the UK (26%) and Ireland (25%).

There are five countries where the most frequently given estimate is that one person in ten is poor: Finland (34%), Luxembourg (33%), the Netherlands (32%) and Spain (24%). In Cyprus, respondents are as likely to feel this way as they are to state that they think that less than five percent of the population is poor (each 22%).

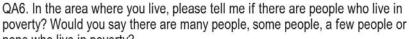
Finally, those in Denmark, Sweden and Cyprus were most likely to think that one person out of twenty is poor (31%, 29% and 24%, respectively). It should be noted that Denmark is the only country where more than half of respondents believe that one person out of twenty or less is poor in their country (59%). In Sweden, the corresponding figure is 49% and in Cyprus it is 41%.

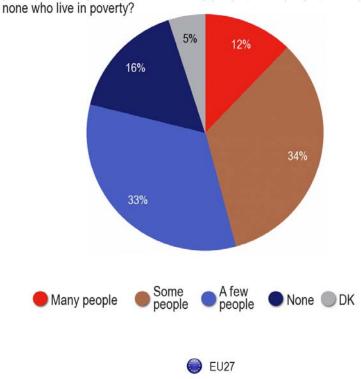


Estimations of what proportion of the population in their country is poor are more evenly distributed through socio-demographic groups, even if the unemployed far more often estimate that at least one person out of five is poor (61% vs. EU average of 48%). Those who are financially vulnerable agree: 67% of respondents who have difficulty keeping up with bills and credit commitment or have difficulty paying bills on time and 65% of respondents who live in a 'poor' household thought the same.

Around a third of Europeans believe that some people in their area live in poverty (34%) and a small proportion (12%) estimate that a lot of people in their area do,

while a roughly equal proportion (49% broadly positive versus 46% broadly negative) say that in their area few people (33%) or no people at all (16%) live in poverty⁸.



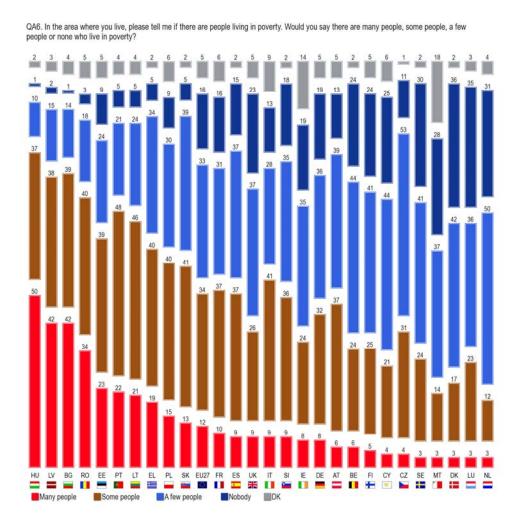


The country by country breakdown makes for interesting if familiar reading. In Hungary (50%), Bulgaria and Latvia (both 42%) respondents were most likely to believe that many people live in poverty in their area. In Portugal (48%), Lithuania (46%), Italy (41%), Romania, Greece, Poland (each 40%) and France (37%) people mostly thought that some people lived in poverty. In three countries public opinion is divided more or less equally between thinking that some people or a few people live in poverty: Slovakia (41% vs. 39%), Spain (both 37%) and Austria (37% vs. 39%). In the remaining 13 Member States, the majority view is that there are a few people in their area who live in poverty, with at least half of those from the Czech Republic (53%) and the Netherlands (50%) holding that opinion. While it is not a majority opinion anywhere, a significant proportion of respondents from Denmark (36%),

⁸ QA6 In the area where you live, please tell me if there are people who live in poverty? Would you say there are many people, some people, a few people or none who live in poverty?

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Luxembourg (35%), the Netherlands (31%), Sweden (30%), Malta (28%) and Cyprus (25%) believe nobody in their area lives in poverty.

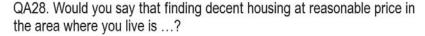


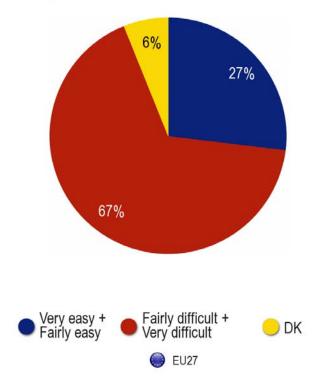
There are only a few notable socio-demographic variations: older people responded more than average that they believed there were no poor people in their area (21%) while conversely unemployed respondents more frequently believed the opposite (23%). Close to a third of respondents who have difficulty paying bills on time (32%) or who have difficulty keeping up with bills and credit commitment (31%) and a quarter of respondents who live in a 'poor' household say that a lot of people live in poverty in their area.

1.5 Perceptions of homelessness in the EU

1.5.1: Availability of decent housing at reasonable prices

In many countries, poverty is believed to be linked to the high cost of housing: 67% of Europeans consider decent housing in their area to be too expensive⁹, while just over a quarter believe it is easy to find decent housing at a reasonable price in their area (27%).

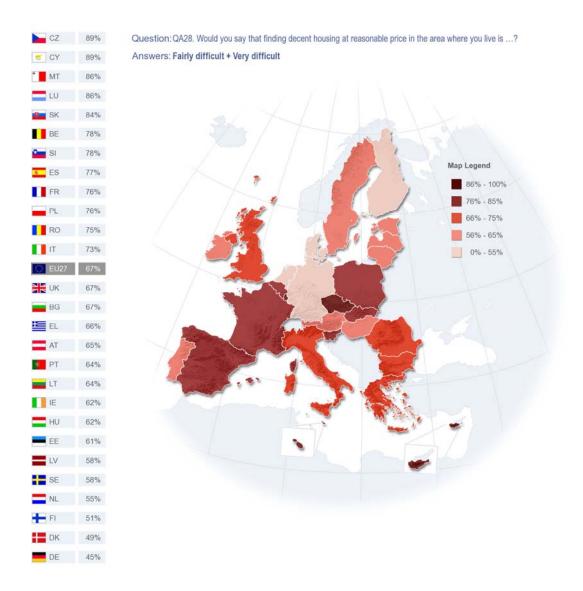




The opinion that it is difficult to find decent housing at a reasonable price is particularly common in the Czech Republic and Cyprus (each 89%), as well as in Luxembourg, Malta (each 86%) and Slovakia (84%).

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 $^{^{9}}$ QA28 Would you say that finding decent housing at reasonable price in the area where you live is ...?



Public opinion about the cost of housing is fairly consistent for all socio-demographic groups, although young people and particularly students less often believe that it is difficult to find affordable housing in their area.

QA28 Would you say that finding decent housing at reasonable price in the area where you live is ...?

		Easy	Difficult	DK
	EU27	27%	67%	6%
	Sex			
M	Male	28%	67%	5%
II TT	Female	26%	67%	7%
	Age			
esell.	15-24	30%	62%	8%
11	25-39	28%	69%	3%
	40-54	25%	71%	4%
	55 +	28%	65%	7%
	Education (End of)			
	15-	27%	67%	6%
	16-19	27%	68%	5%
	20+	29%	67%	4%
- THEFT	Still studying	31%	60%	9%
	Respondent occupati	on scale	Э	
_	Self- employed	27%	70%	3%
	Managers	29%	66%	5%
	Other white collars	25%	71%	4%
	Ouvriers	27%	69%	4%
	House persons	25%	71%	4%
	Unemployed	26%	69%	5%
	Retired	28%	64%	8%
	Students	31%	60%	9%

The survey shows that the views of the financially most vulnerable groups in society are more likely to have negative views: 78% of respondents who have difficulties paying their bills on time, 77% who have difficulties making ends meet and 73% of those living in a 'poor' household believe it is difficult to find decent housing at reasonable prices in the area where they live.

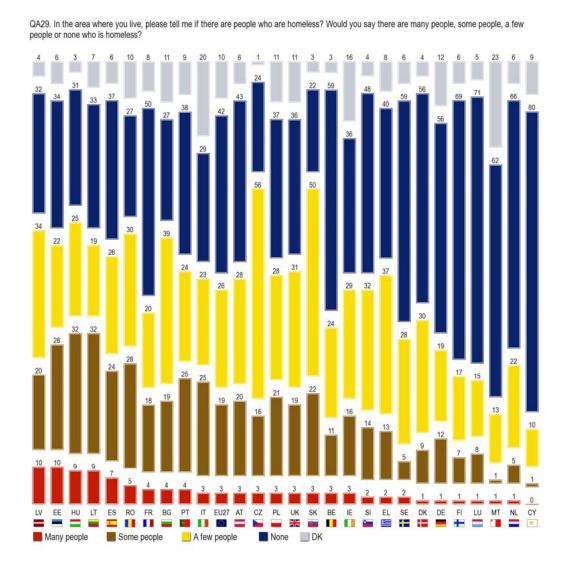
1.5.2: Estimations of homelessness in the local area

Despite the pessimism concerning the availability of affordable housing, Europeans don't feel that there are many homeless people in the area where they live¹⁰. Overall, four out of ten believe homelessness does not exist at all in their area and only three

¹⁰ QA29 In the area where you live, please tell me if there are people who are homeless? Would you say there are many people, some people, a few people or none who is homeless?

percent say that many people in their area are homeless. Just over a quarter (26%) estimate that there are a few people who are homeless in their area and 19% believe that there are some homeless people.

Even if there is no Member State where more 10% feel that there are many homeless people in the neighbourhood, the perceived extent of homelessness does vary somewhat between countries.



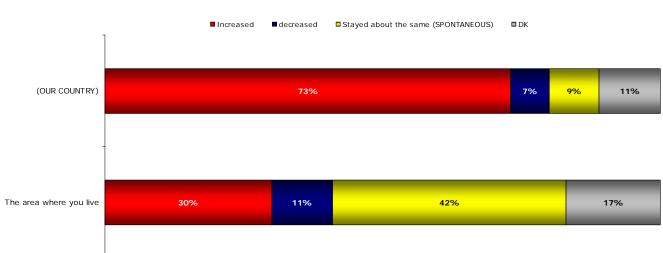
Homelessness is most widely witnessed by respondents from Hungary and Lithuania, where four out of ten say there are many (each 9%) or some (each 32%) homeless people in their area. Close to four in ten Estonians think the same (10% 'many people' and 28% 'some people').

There are ten Member States where at least half of the respondents feel that homelessness is non-existent in their area. This perception is most common in Cyprus (80%), followed by Luxembourg (71%) and Finland (69%).

People's views also differ depending on their age and economic status: nearly half of respondents aged 55 and over (49%) believe there are no homeless people in their area, compared to just over a third of respondents aged 39 or younger (36%). Fewer unemployed people agree (33%), and this view is least common among those who have difficulty paying their bills on time (29%).

1.5.3: Developments over the last three years

Nearly three-quarters of Europeans (73%) think that homelessness has increased in their country in the last three years, yet only 30% believe it has increased in the area where they live¹¹.

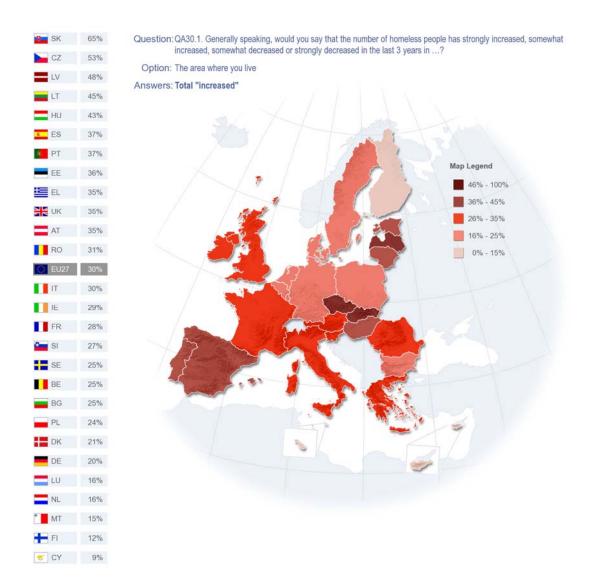


QA30 Generally speaking, would you say that the number of homeless people has strongly increased, somewhat increased, somewhat decreased or strongly decreased in the last 3 years in ...? - EU

Many respondents don't know whether the number of homeless people has increased, particularly when it concerns their own area (17%), indicating that public awareness could be improved.

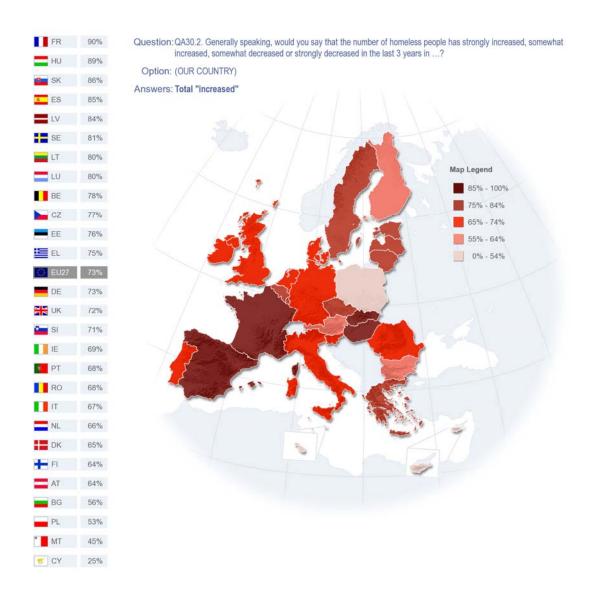
 $^{^{11}}$ QA30 Generally speaking, would you say that the number of homeless people has strongly increased, somewhat increased, somewhat decreased or strongly decreased in the last 3 years in ...?

Again opinion varies country to country and ranges from just nine percent of Cypriots to over half of those from the Czech Republic (53%) and Slovakia (65%).



There are also large socio-demographic differences. In particular, the survey shows that the unemployed (39%) more often believe that homelessness had increased in the area where they live. The most financially vulnerable feel the same: 44% of those who have difficulty paying their bills on time, 39% who have difficulty making ends meet and 37% of those living in a 'poor' household it had increased where they live in the last three years.

In France (90%), Hungary (89%), Slovakia (86%), Spain (85%), Latvia (84%) and Sweden (81%) the vast majority felt that homelessness had increased in their country over the last three years, and in Hungary and Latvia 44% feel that it has greatly increased. In Cyprus only a quarter thought that it had increased and is the only country where at least half of respondents feel it has stayed the same (51%).

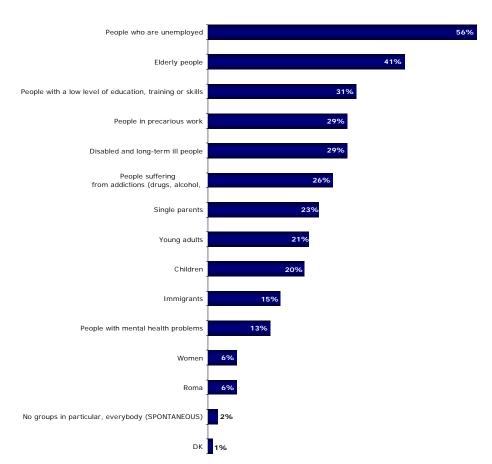


The perception that homelessness has increased in EU countries is widely held by all socio-demographic groups. Furthermore, differences depending on people's financial situation are relatively small compared to others examined in this report.

2. THE RISK OF POVERTY AND SOCIAL EXCLUSION

2.1 Who is considered most at risk of poverty?

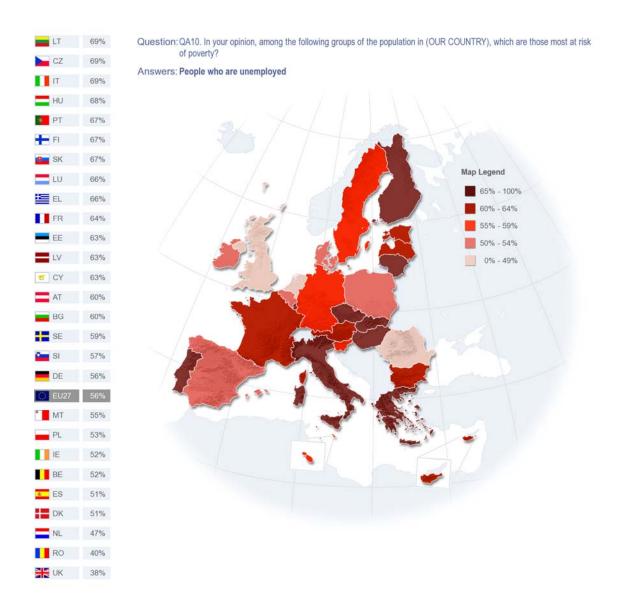
Over half of Europeans (56%) believe that the unemployed are most likely to suffer poverty¹², while, 41% believe that the elderly are most vulnerable, and 31% see those with a low level of education, training or skills as most at risk. Other social groups considered most vulnerable are people in precarious employment situations, people with disabilities and those suffering from some form of long-term illness. Significant numbers believe other social categories, such as people suffering from addiction (26%) or single parents (23%), are at risk as well.



QA10 In your opinion, among the following groups of the population in (OUR COUNTRY), which are those most at risk of poverty? (MAX. 4 ANSWERS) - EU

¹² QA10 In your opinion, among the following groups of the population in (OUR COUNTRY), which are those most at risk of poverty? (MAX. 4 ANSWERS)

With the exception of Romania, the UK and the Netherlands, more than half of respondents believe that the unemployed are the most vulnerable. In fact, the UK and Romania are the only two countries where the elderly (47% and 48%, respectively) and the unemployed (38% and 40%, respectively) are mentioned more often.



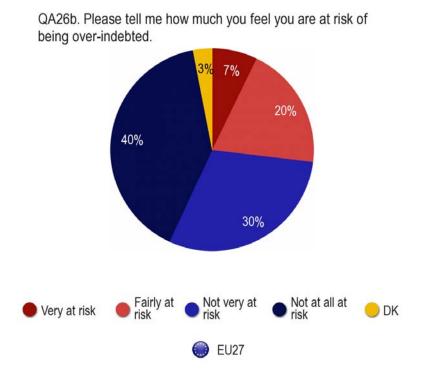
Further, the survey shows that 60% of the unemployed believe that they are most at risk of poverty, with only young people (61%) and students (62%) more likely to feel this way. Meanwhile age shapes public opinion about the vulnerability of the elderly; far fewer very young Europeans (aged 15-24) than 'older' Europeans (aged 55 and over) think that the elderly are most at risk of poverty (33% vs. 45%, respectively).

2.2 Who feels at risk of poverty?

While poverty is perceived to be widespread and on the increase, most Europeans do not think of themselves as being at risk. According to a number of 'risk assessment checks' – such as feeling at risk of being over-indebted, feeling at risk of falling behind on payments and feeling at risk of becoming homeless – it appears that most are confident regarding their own personal situation.

2.2.1: The risk of becoming over-indebted

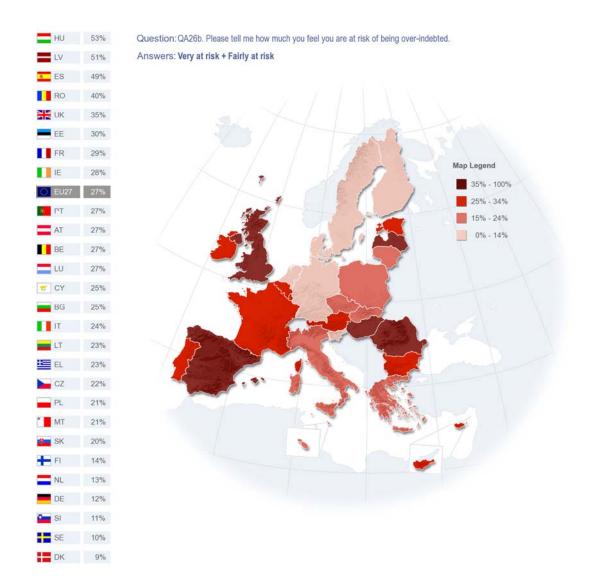
Over a quarter of Europeans (27%) feel at risk of becoming over-indebted¹³. However, 70% feel not very (30%) or not at all (40%) at risk.



Perceptions of risk differ greatly from country to country, with around half of all respondents from Hungary (53%), Latvia (51%) and Spain (49%) feeling at risk of being over-indebted, compared to only around one in ten in Denmark (9%), Sweden (10%) and Slovenia (11%).

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¹³ QA26b Please tell me how much you feel you are at risk of being over-indebted.



Perceptions also differ depending on age, education and occupation: 'older' respondents (aged 55 or over) and the retired least often feel at risk (18% vs. an overall EU average of 27%) while the unemployed feel most at risk (50%).

QA26b Please tell me how much you feel you are at risk of being over-indebted.

		At risk	Not at risk	DK
	EU27	27%	70%	3%
	Sex			
Ţ Ţ	Male	27%	70%	3%
11 11	Female	26%	71%	3%
	Age			
***	15-24	29%	65%	6%
1	25-39	34%	63%	3%
	40-54	31%	67%	2%
	55 +	18%	80%	2%
	Education (End of)			
	15-	28%	69%	3%
	16-19	30%	67%	3%
	20+	22%	76%	2%
-	Still studying	22%	70%	8%
	Respondent occupat	ion scale	Э	
	Self- employed	27%	70%	3%
	Managers	21%	78%	1%
	Other white collars	26%	71%	3%
	Manual workers	34%	63%	3%
	House persons	32%	65%	3%
V 1	Unemployed	50%	47%	3%
	Retired	18%	80%	2%
	Students	22%	70%	8%

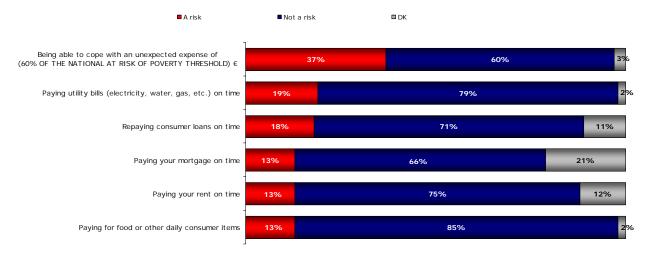
2.2.2: The risk of falling behind on payments

The survey shows that many of those who struggle financially feel that they could fall behind with payments, with around half of the people in this group saying that they feel at risk of falling behind on paying for food or other daily consumer items.

At risk at all of falling behind with	EU27	Difficulties paying bills on time	Difficulties to make ends meet	Poor household
Being able to cope with an unexpected expense	37%	84%	82%	71%
Paying utility bills	19%	67%	60%	45%
Repaying consumer loans	18%	53%	45%	37%
Paying the rent on time	13%	42%	36%	28%
Paying the mortgage on time	13%	34%	29%	23%
Paying for food or other daily consumer items	13%	51%	45%	34%

However, the majority do not feel at risk of falling behind when it comes to paying for food or other daily consumer items (85%), utility bills (79%), the rent (75%) or consumer loans (71%)¹⁴, while two-thirds say they have no problems paying their mortgage on time. However, fewer people (37%) feel confident about being able to cope with an unexpected high expense¹⁵.

QA39 Looking at the next 12 months, would you say there is a high risk, some risk, not much of a risk or no risk at all of falling behind with ...? - EU



 $^{^{14}}$ QA39 Looking at the next 12 months, would you say there is a high risk, some risk, not much of a risk or no risk at all of falling behind with ...? 15 The amount respondents were asked about is the equivalent of 60% of the national "at risk of poverty

¹⁵ The amount respondents were asked about is the equivalent of 60% of the national "at risk of poverty threshold" in each country.

The survey also reveals much inequality between nations. Of the 27 EU Member States, Hungary has the highest proportion of respondents who feel at risk. Not only do 71% of Hungarians say they wouldn't be able to cope with an unexpected expense but 52% say there is a risk of falling behind with their utility bills. This is a much higher proportion than in any other country (Bulgaria and Romania follow with 35%). Conversely, in Sweden and Denmark, less than one fifth say they wouldn't be able to cope with unexpected expense (14% and 19%, respectively) and less than one in ten feel at risk of falling behind on any of the other payments.

QA39 Looking at the next 12 months, would you say there is a high risk, some risk, not much of a risk or no risk at all of falling behind with ...?

- A risk. %EU

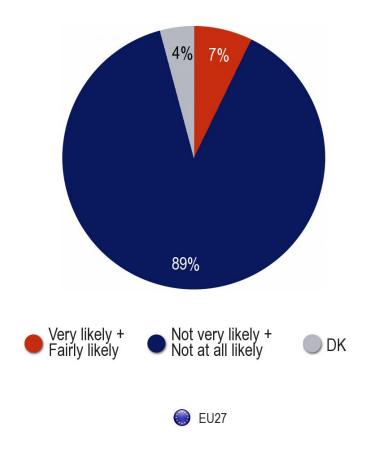
			•			
	Being able to cope with an unexpected expense of (60% OF THE NATIONAL AT RISK OF POVERTY THRESHOLD) €	Paying utility bills (electricity, water, gas, etc.) on time	Repaying consumer loans (to buy electrical appliances, furniture, etc.) on time	Paying your rent on time	Paying your mortgage on time	Paying for food o other daily consumer items
EU27	37%	19%	18%	13%	13%	13%
■ BE	30%	13%	12%	11%	8%	10%
■ BG	45%	35%	16%	5%	4%	25%
CZ	46%	23%	30%	16%	22%	16%
DK	19%	3%	8%	4%	3%	4%
DE	30%	7%	9%	6%	7%	8%
EE	47%	26%	16%	20%	14%	21%
IE IE	42%	20%	22%	15%	11%	11%
■ EL	42%	28%	27%	8%	8%	13%
ES	44%	24%	31%	21%	25%	15%
■ FR	32%	13%	12%	8%	4%	8%
IT	36%	26%	27%	22%	24%	17%
CY	46%	21%	44%	7%	17%	7%
■ LV	45%	25%	19%	21%	17%	17%
LT	38%	30%	14%	18%	14%	24%
LU	22%	7%	7%	6%	5%	4%
HU	71%	52%	40%	17%	31%	34%
М Т	30%	29%	16%	9%	9%	13%
NL NL	21%	4%	4%	3%	3%	4%
AT	34%	15%	19%	14%	16%	12%
PL PL	42%	24%	21%	19%	17%	17%
PT PT	50%	24%	21%	21%	20%	23%
■ RO	44%	35%	26%	16%	17%	24%
si si	34%	15%	12%	7%	5%	11%
= SK	46%	27%	31%	24%	27%	20%
FI FI	23%	4%	5%	3%	3%	3%
SE SE	14%	2%	2%	1%	2%	1%
K UK	39%	17%	13%	9%	8%	10%
	Highest perce	ntage per item	l	Lowest perce	ntage per item	

Highest percentage per country

Lowest percentage per country

2.2.3: The risk of becoming homeless

The perceived risk of homelessness is very low among EU citizens: only 7% think they could ever become homeless¹⁶.

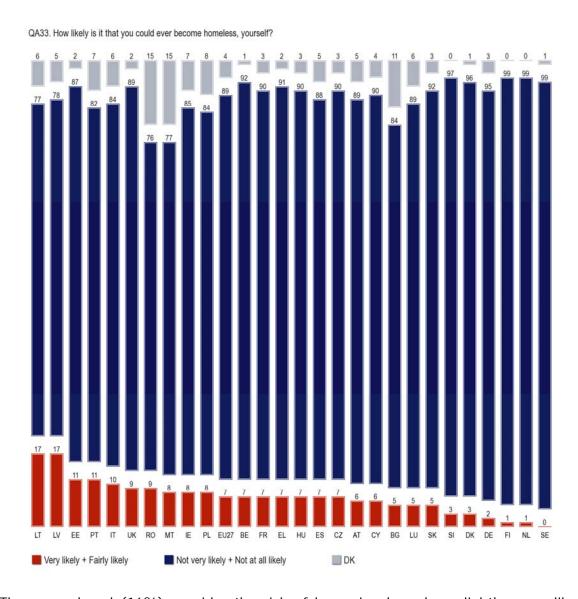


QA33. How likely is it that you could ever become homeless, yourself?

In some countries the perception is somewhat higher but nowhere in the EU does more than one-fifth consider it likely to happen. The risk of homelessness is considered non-existent in Sweden and practically impossible in both the Netherlands and Finland (each 1%), while Lithuanians and Latvians (each 17%) are most likely to feel at risk.

-

¹⁶ QA33 How likely is it that you could ever become homeless, yourself?



The unemployed (16%) consider the risk of becoming homeless slightly more likely than other socio-demographic groups and the same applies to respondents who live in a poor household. The highest risk levels are reported by those who have difficulties paying their bills on time (22%) and making ends meet (19%).

3. THE CONSEQUENCES OF POVERTY AND SOCIAL EXCLUSION

Poverty and social exclusion have far-reaching consequences, and this chapter presents just some of the problems that come from being poor and socially excluded.

3.1 The effects on life satisfaction

Unsurprisingly, Europeans who live in a financially precarious situation, who are unemployed or who feel left out of society are far less likely to be satisfied with their lives¹⁷. They tend to also feel less satisfied about their standard of living, health and family lives.

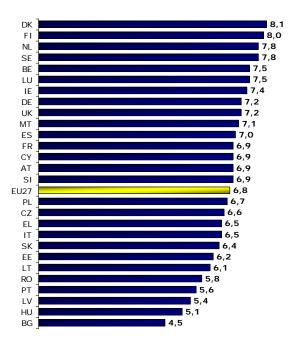
Satisfaction with(average scores on scale from 1 -10 where 1 is very dissatisfied and 10 is very satisfied)	EU average score	Difficulties paying bills on time	Difficulties making ends meet	Poor household	Unemployed	Feels left out of society
standard of living	6.7	4.5	4.6	4.9	5.4	5.5
life in general	6.8	4.9	4.9	5.3	5.6	5.6
personal health	7.2	6.3	6.3	6.3	7.2	6.4
family llife	7.7	6.7	6.7	6.8	7.2	6.7

That the EU averages for both satisfaction with life in general and with their standard of living conceal big differences between countries is closely related to variations in their economic situations. The higher the economic wealth of the country¹⁸, the more satisfied people tend to be with their lives and their standard of living, and as such, satisfaction levels are highest in the wealthy Northern European nations and lowest in the poorer new Member States. Denmark has the highest satisfaction levels for these two indicators (the average rating for life in general is 8.1 and eight for the standard of living) and it is the only country where over a quarter of their respondents (26%) rate their life in general as 10. Bulgaria has the lowest levels on both indicators (4.4 and 4.5, respectively) and is the only country where over four in ten citizens (48%) say they are dissatisfied – scores 1-4 on the scale – with their life in general.

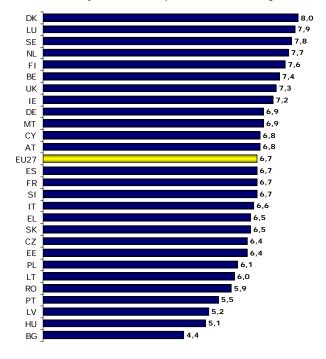
 $^{^{17}}$ QA1 All things considered, how satisfied would you say you are with your life these days? Please use a scale from 1 to 10 where '1' means "very dissatisfied" and '10' means "very satisfied".

¹⁸ Measured by the Gross Domestic Product (GDP) per capita and expressed in terms of the Purchasing Power Standard. See also Second European Quality of Life Survey, Overview Report: European Foundation, Dublin. http://www.eurofound.europa.eu/areas/qualityoflife/eqls/2007/index.htm.

OA1 All things considered, how satisfied would you say you are with your life these days? Please use a scale from 1 to 10 where '1' means "very dissatisfied" and '10' means "very satisfied".



OA2.4 Could you please tell me on a scale of 1 to 10 how satisfied you are with each of the following items, where '1' means you are "very dissatisfied" and '10' means you are "very satisfied"? Your present standard of living.



3.2 Financial exclusion

While the majority of Europeans do not report difficulties in gaining access to financial services, the picture for the most vulnerable is very different¹⁹.

■ Difficult ■ Not difficult ■ DK A mortgage 49% 38% 13% 34% 57% Consumer loans 9% A credit card 27% 65% A bank card/ payment card 18% 77% 5% 80% 4% 16% A basic bank account

QA26a Please tell me if you find it difficult or not to get access to the following financial services. - EU

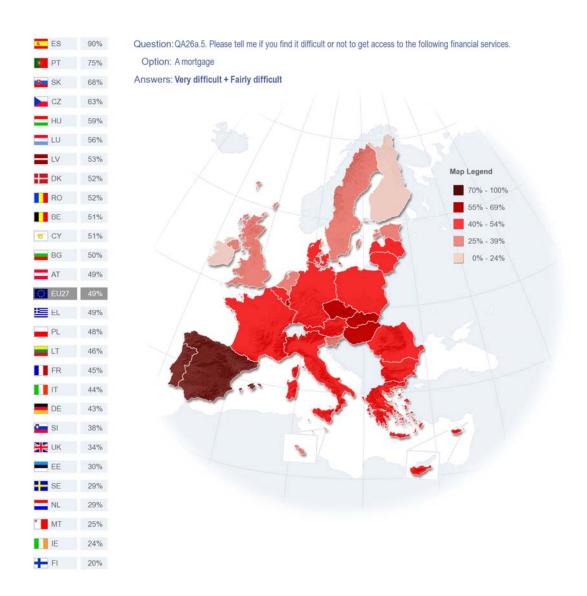
The situation for the most vulnerable

Europeans with difficulties paying bills on time: close to three quarters of these citizens (72%) find it difficult to get a mortgage, 64% find it difficult to get a loan, and 55% have difficulties getting a credit card.

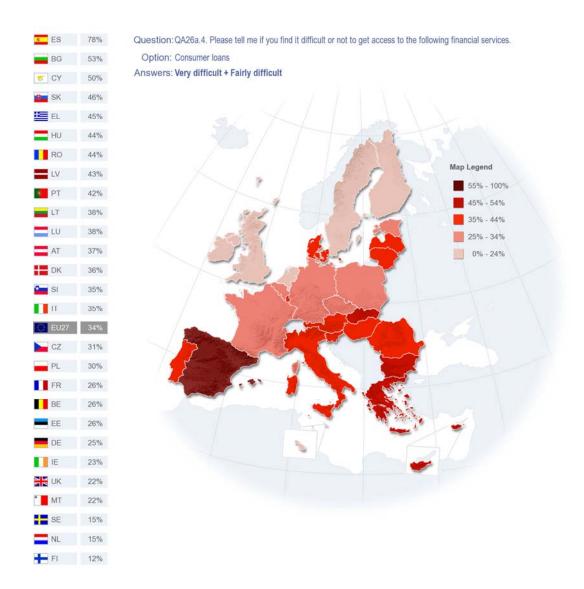
The unemployed: seven out of ten unemployed Europeans (70%) have difficulties getting a mortgage; a further 58% have problems getting a loan and 47% find it difficult to get a credit card.

¹⁹ QA26a Please tell me if you find it difficult or not to get access to the following financial services.

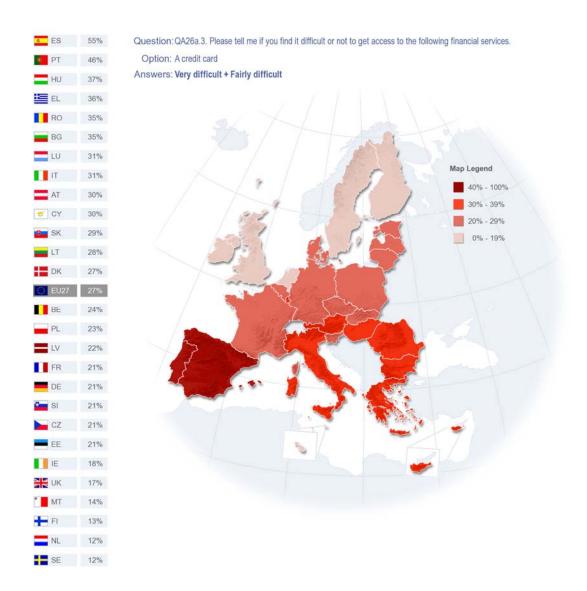
Comparisons between nations show even greater disparities. Only 20% in Finland say they have difficulties getting a mortgage, compared to 90% in Spain.



The proportion of respondents who find it difficult to get a consumer loan ranges from just 12% in Finland to 78% in Spain. At least half of Bulgaria (53%) and Cyprus (50%) also report problems.



The survey also shows that the number of people who face difficulties simply getting a credit card ranges from 12% in the Netherlands and Sweden to 55% in Spain.



3.3 The effect on people's outlook on life

Poverty also influences people's outlook on life, making them feel both less optimistic about their future and more socially excluded.

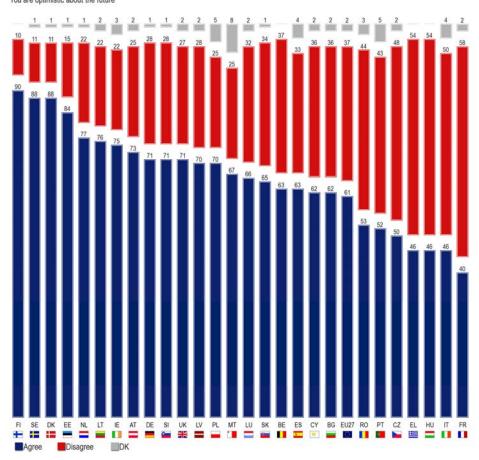
3.3.1: Optimism about the future

If an overall majority of EU citizens (61%) are optimistic about their future, the financially most vulnerable have a distinctively more negative outlook on life²⁰. Only around two in five respondents who have difficulty paying their bills on time (41%) or making ends meet (39%) are optimistic about the future. Those who live in a poor household (46%) are a bit more positive but still far below overall average scores.

QA25f.1 "You are optimistic about the future"	EU27	Difficulties paying bills on time	Difficulties making ends meet	Poor household
% Agree	61%	41%	39%	46%
% Disagree	37%	57%	59%	51%
% Don't know	2%	2%	2%	3%

Optimism regarding the future is most widely reported in Finland (90%), Denmark, Sweden (each 88%) and Estonia (84%) while the lowest levels were recorded in France (40%), Italy, Hungary and Greece (each 46%). This national pattern displays a less direct link with the actual economic wealth of Member States, which means that financial well-being is not the only factor that influences people's outlook on life. People's views also differ significantly, for instance, depending on their age (the younger, the more positive the outlook).

²⁰ QA25f.1 Please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree with each of the following statements. You are optimistic about the future.



QA25f.1. Please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree with each of the following statements. You are optimistic about the future

QA25f.1 Please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree with each of the following statements.

- You are optimistic about the future. %EU

		Agree	Disagree	DK						
	EU27	61%	37%	2%						
	Sex									
Μ̈́ḿ	Male	64%	34%	2%						
"π	Female	59%	38%	3%						
	Age									
eeg	15-24	70%	28%	2%						
11	25-39	66%	32%	2%						
	40-54	60%	38%	2%						
	55 +	55%	42%	3%						
	Education (End of)									
	15-	50%	47%	3%						
	16-19	60%	38%	2%						
ŢŤ	20+	68%	30%	2%						
	Still studying	74%	24%	2%						
	Respondent occupatio	n scale								
-	Self- employed	65%	33%	2%						
-(I)	Managers	74%	25%	1%						
·	Other white collars	63%	35%	2%						
	Manual workers	60%	38%	2%						
	House persons	56%	41%	3%						
	Unemployed	54%	44%	2%						
	Retired	55%	42%	3%						
	Students	74%	24%	2%						

3.3.2: Feeling left out of society

Financially vulnerable Europeans report feeling left out of society far more often than the continent as a whole. While 15% of Europeans feel excluded overall, around a third of 'poor' Europeans feel the same.²¹

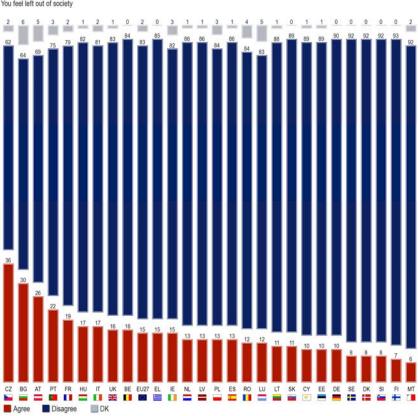
QA25f.2 "You feel left out of society"	EU27	Difficulties paying bills on time	Difficulties making ends meet	Poor household
% Agree	15%	38%	35%	31%
% Disagree	83%	59%	62%	67%
% Don't know	2%	3%	3%	2%

Again the country by country pattern reveals that there is more at stake than just poverty.

125f 2 Please tell me whether you totally agree tend to agree tend to disa

- 46 -

 $^{^{21}}$ QA25f.2 Please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree with each of the following statements. You feel left out of society.



QA25f.2. Please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree with each of the following statements. You feel left out of society

The sense of feeling left out of society is much higher in the Czech Republic (36%) than in any other country, with Bulgaria and Austria following at 30% and 26%, respectively. The feeling is least common in Malta (6%), Finland (7%), Slovenia, Denmark and Sweden (each 8%), where less than one person in ten in feels left out of society.

However, feeling left out of society is not influenced by gender and age, while education only appears to play a weak role. Having a good job, on the other hand, is a much more powerful factor: only 8% of managers feel left out of society compared to 30% of unemployed respondents.

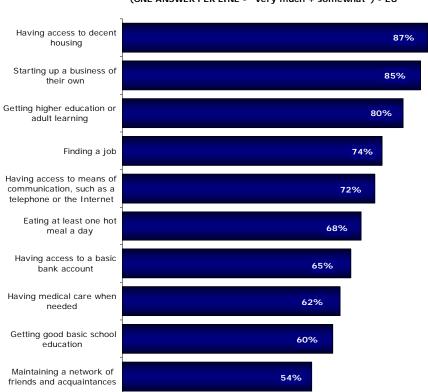
QA25f.2 Please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree with each of the following statements.

"You feel left out of society"

		Agree	Disagree	DK						
	EU27	15%	83%	2%						
	Sex	1376	0370	270						
M	Male	15%	84%	1%						
III	Female	15%	83%	2%						
	Age									
Lesel	15-24	14%	84%	2%						
11	25-39	15%	83%	2%						
	40-54	15%	84%	1%						
	55 +	15%	83%	2%						
	Education (End of)									
	15-	17%	81%	2%						
	16-19	17%	81%	2%						
	20+	11%	88%	1%						
	Still studying	11%	88%	1%						
	Respondent occupation	n scale								
-	Self- employed	13%	86%	1%						
	Managers	8%	91%	1%						
	Other white collars	13%	86%	1%						
4	Manual workers	14%	85%	1%						
	House persons	16%	82%	2%						
	Unemployed	30%	68%	2%						
	Retired	17%	81%	2%						
	Students	11%	88%	1%						

3.4 The perceived implications of poverty

Europeans widely recognise the implications of poverty, with 87% believing that it hampers people's chances of gaining access to decent housing, 80% feeling that it limits access to higher education or adult learning and 74% believing that it damages their chances of finding a job. The majority (60%) believe that access to a decent basic school education is affected, and 54% feel that the ability to maintain a network of friends and acquaintances is limited by poverty²².



QA12 In (OUR COUNTRY) nowadays, would you say that being poor hampers very much, somewhat, not very much or not at all people's chances of ...?

(ONE ANSWER PER LINE - "Very much + somewhat") - EU

The following findings at a national level are particularly notable:

Having access to medical care when needed is seen as a particular problem for poor people in Latvia (96%).

-

²² QA12 In (OUR COUNTRY) nowadays, would you say that being poor hampers very much, somewhat, not very much or not at all people's chances of ...?.

- German respondents stand out in their views about poor people being hampered in finding a job (82%)
- Cypriot respondents less often than most other Europeans report that poverty hampers access.

QA12 In (OUR COUNTRY) nowadays, would you say that being poor hampers very much, somewhat, not very much or not at all people's chances of ...? "Very much + Somewhat"

	Having access to decent housing	Starting up a business of their own	Getting higher education or adult learning	Finding a job	Having access to means of communication, such as a telephone or the Internet	Eating at least one hot meal a day	Having access to a basic bank account	Having medical care when needed	Getting good basic school education	Maintaining a network of friends and acquaintances
EU27	87%	85%	80%	74%	72%	68%	65%	62%	60%	54%
BE	91%	83%	83%	76%	71%	79%	63%	80%	64%	66%
BG	93%	89%	83%	66%	78%	76%	73%	86%	63%	59%
CZ	90%	85%	77%	67%	72%	58%	52%	60%	39%	53%
DK	85%	84%	61%	58%	69%	62%	51%	46%	43%	62%
DE	76%	82%	78%	82%	52%	52%	56%	54%	65%	45%
EE	91%	85%	81%	55%	76%	68%	35%	74%	33%	46%
IE	83%	83%	81%	78%	63%	62%	62%	66%	67%	43%
EL	93%	94%	92%	66%	76%	66%	78%	83%	63%	47%
ES	94%	94%	79%	81%	81%	70%	64%	43%	53%	52%
FR	90%	85%	81%	68%	76%	83%	72%	69%	62%	54%
IT	88%	90%	85%	76%	79%	69%	82%	77%	73%	65%
CY	91%	92%	71%	47%	45%	32%	76%	59%	27%	22%
LV	94%	92%	93%	79%	86%	80%	59%	96%	73%	58%
LT	89%	87%	87%	84%	78%	71%	60%	78%	67%	65%
LU	88%	77%	62%	48%	63%	57%	55%	46%	46%	37%
HU	94%	90%	86%	83%	76%	81%	53%	70%	70%	50%
MT	87%	84%	64%	55%	70%	66%	70%	65%	51%	44%
NL	82%	78%	74%	65%	74%	69%	48%	52%	30%	63%
AT	82%	82%	76%	79%	61%	53%	61%	47%	66%	54%
PL	91%	85%	85%	76%	80%	75%	65%	74%	60%	58%
PT	92%	91%	87%	78%	77%	78%	74%	81%	73%	60%
RO	91%	79%	82%	79%	77%	75%	75%	82%	83%	59%
SI	90%	82%	81%	73%	68%	65%	40%	69%	41%	50%
SK	92%	90%	80%	82%	73%	57%	55%	58%	44%	51%
FI	89%	87%	69%	67%	76%	70%	42%	60%	39%	52%
SE	89%	84%	69%	72%	86%	66%	63%	54%	40%	66%
UK	80%	79%	71%	67%	69%	65%	58%	40%	51%	45%
		ercentage l t percentage				entage by cou		1		

4. WHY IS THERE POVERTY?

So far the report has highlighted that EU citizens are strongly aware of the extent of poverty and social exclusion in today's society. This chapter looks at the perceived reasons for poverty.

4.1 The perceived causes of poverty

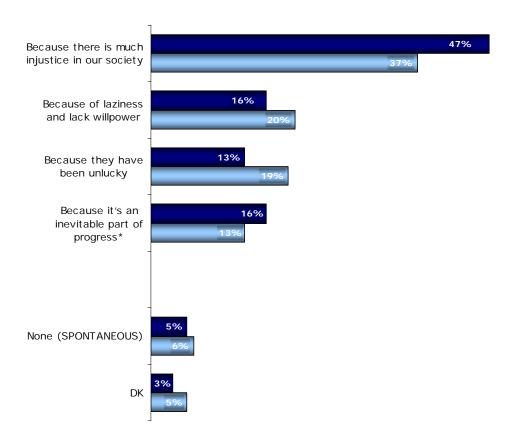
The most popular reason among Europeans (47%) for why people live in poverty is injustice in society²³. Around one in seven selected one of the three other opinions available: 16% said people live in poverty because of laziness and lack of willpower or because it's an inevitable part of progress and 13% said people live in poverty because they have been unlucky.

 23 QA8 Why in your opinion are there people who live in need? Here are four opinions: which is closest to vours?

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QA8 Why in your opinion are there people who live in poverty? Here are four opinions: which is closest to yours? - EU





^{*}This item was asked differently in the EB 67.1:

The opinion that poverty is due to injustice in society is now much more widely held than it was in 2007 (37%), with it becoming a more popular view in every country except Poland. The biggest growth in this opinion was in Latvia and Lithuania (+22 and +20 percentage points), and overall, the proportion of respondents who hold this view now ranges from 27% in Denmark to 66% in Hungary. Denmark is the only country where it is not the most popular view; 32% of Danes feel that people live in poverty because they have been unlucky.

The feeling that people live in poverty because of injustice in society is particularly strong among the most vulnerable:

[&]quot;It's an inevitable part of progress".

- Those who have difficulties making ends meet and who feel dissatisfied with the life they lead (each 60%)
- Respondents with difficulties paying their bills on time and those who feel dissatisfied with their standard of living (each 58%)

It should be said, however, that "injustice in society" is also the most popular cause of poverty among Europeans without financial difficulties.

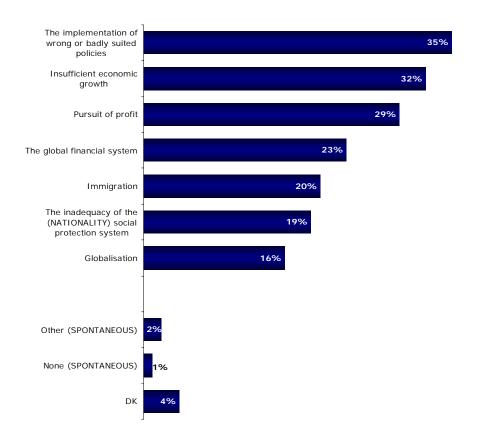
4.2 Policy-related factors

There are a range of policy-oriented factors that can be seen to generate poverty in countries, and even if this is a complex matter, the results of the survey shed some light on differences in public opinion among Europeans. The survey presented respondents with seven of these policy-oriented factors and asked them which two most generate poverty in their country²⁴. The results reveal divided public opinion.

Europeans most often (35%) believe that the implementation of wrong or badly suited policies generates poverty in their country. However, nearly as many (32%) believe that insufficient economic growth generates poverty and 29% believe the pursuit of profit is a main factor. Close to a quarter (23%) sees the global financial system as a main factor and according to around one in five immigration (20%) or the inadequacy of social protection (19%) generates poverty. Globalisation is the least often selected factor (16%).

²⁴ QA19 From the following list, which are, in your opinion, the two main factors generating poverty in (OUR

COUNTRY)? (ROTATE - MAX. 2 ANSWERS)



QA19 From the following list, which are, in your opinion, the two main factors generating poverty in (OUR COUNTRY)? (ROTATE – MAX. 2 ANSWERS) - EU

These European averages conceal important national variations. The proportion of those that considers the implementation of wrong or badly suited policies as a main factor ranges from 21% in Luxembourg to 66% in Latvia. At least four in ten share this view in Lithuania (49%), Bulgaria (47%), Hungary (43%), Denmark (42%), Sweden, Finland, the Czech Republic (each 41%), Greece, Estonia and Poland (each 40%). However, it is not necessarily the most frequently chosen factor in each of these countries.

The proportion of those that considers insufficient economic growth as a main factor ranges from 18% in Denmark to 56% in Bulgaria. At least half of the respondents from Hungary (55%) and Romania (50%) also share this view.

Support for the view that the pursuit of profit generates poverty ranges from 13% in Malta to 56% in Slovenia and is also held by half of French respondents. The global financial system is seen as a main factor by just six percent of Poles, compared to 36%

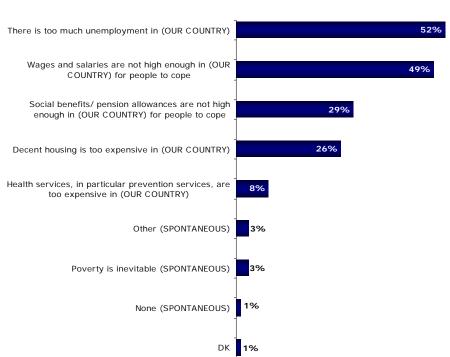
in The Netherlands, and the opinion that inadequacies in their nations' social protection system generate poverty ranges from six percent in France to 43% in Poland. Only one percent of Bulgarian respondents believe immigration is a factor, compared to 39% of respondents in the UK. Finally, the extent to which globalisation is perceived to generate poverty ranges from just four percent in Latvia, Lithuania and Poland to 35% in Luxembourg.

QA19 From the following list, which are, in your opinion, the two main factors generating poverty in (OUR COUNTRY)? (ROTATE – MAX. 2 ANSWERS)

	The implementation of wrong or badly suited policies	Insufficient economic growth	Pursuit of profit	The global financial system	Immigration	The inadequacy of the (NATIONALITY) social protection system	Globalisation	Other (SPONTANEOUS)	None (SPONTANEOUS)	Dk
EU27	35%	32%	29%	23%	20%	19%	16%	2%	1%	4%
BE	30%	26%	37%	27%	27%	11%	23%	2%	1%	1%
BG	47%	56%	17%	27%	1%	25%	6%	1%	0%	4%
CZ	41%	48%	23%	13%	20%	25%	10%	0%	0%	1%
DK	42%	18%	22%	20%	26%	33%	18%	2%	2%	29
DE	37%	25%	35%	28%	16%	19%	23%	2%	1%	29
EE	40%	45%	26%	15%	5%	30%	7%	2%	1%	49
IE	38%	36%	26%	21%	16%	18%	11%	3%	0%	79
EL	40%	34%	29%	23%	9%	23%	27%	1%	0%	09
ES	30%	40%	20%	19%	24%	8%	18%	5%	0%	59
FR	30%	23%	50%	33%	19%	6%	29%	0%	0%	19
ΙΤ	29%	42%	20%	22%	23%	21%	14%	1%	1%	39
CY	26%	22%	28%	28%	30%	26%	28%	2%	0%	19
LV	66%	41%	18%	15%	5%	25%	4%	2%	0%	09
LT .	49%	49%	14%	20%	5%	33%	4%	2%	0%	39
LU	21%	19%	48%	24%	17%	8%	35%	3%	1%	39
HU	43%	55%	25%	21%	4%	16%	12%	2%	0%	29
MT	34%	41%	13%	27%	18%	18%	16%	2%	0%	49
NL	35%	24%	34%	36%	20%	16%	9%	2%	1%	39
AT	29%	25%	30%	30%	30%	17%	25%	1%	1%	19
■ PL	40%	27%	19%	6%	9%	43%	4%	2%	1%	99
PT	32%	39%	17%	17%	6%	19%	14%	5%	1%	79
RO	36%	50%	29%	13%	3%	23%	11%	2%	1%	69
■ SI	33%	27%	56%	18%	9%	17%	20%	3%	0%	19
■ SK	37%	41%	34%	19%	7%	36%	8%	1%	0%	09
F I	41%	23%	47%	14%	16%	23%	15%	1%	0%	19
SE	41%	30%	31%	26%	19%	29%	7%	1%	1%	19
U K	34%	25%	22%	27%	39%	16%	8%	3%	1%	5%

4.3 Societal factors

High unemployment and insufficient wages and salaries are the most widely perceived 'societal' explanations for poverty, together with insufficient social benefits and pensions and the excessive cost of decent housing²⁵.



QA9a In your opinion, which two of the following things in society might best explain why people are poor? (ROTATE – MAX. 2 ANSWERS) - EU

If high unemployment is seen as a societal explanation for poverty by many citizens throughout the European Union, low wages and salaries is more of an issue in Eastern and Southern European countries: in Hungary (76%), Cyprus (72%), Greece and Bulgaria (each 70%) a large majority feel this way. Luxembourg has the highest proportion (79%) of people that believe people are poor because decent housing is too expensive in their country, which is far higher than in any other country (the nations with the next highest share of citizens expressing this view are in Denmark with 48% and in France, with 47%). Earlier in this report it was noted 67% of Europeans believe it is difficult to find decent housing at reasonable prices in their area, and that

²⁵ QA9a In your opinion, which two of the following things in society might best explain why people are poor? (ROTATE – MAX. 2 ANSWERS)

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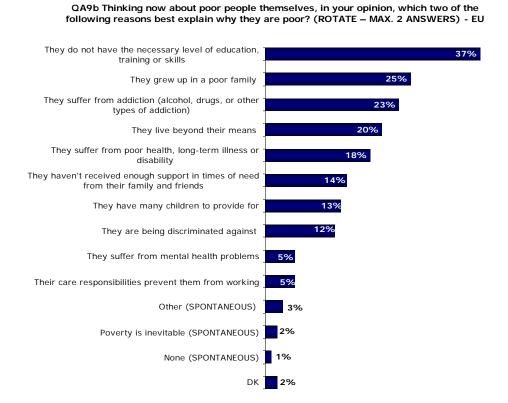
respondents in Luxembourg (86%), together with those in the Czech Republic, Cyprus (each 89%), Malta (86%) and Slovakia (84%), were most likely to express this view.

There are variations according to socio-demographics, but they are not particularly surprising:

- The unemployed (59%) most often find that too much unemployment best explains why people are poor
- Respondents who have difficulty making ends meet (60%) most often find that insufficient wages and salaries best explain why people are poor

4.4 Personal factors

A lack of education, training or skills, as well as 'inherited' poverty and addiction are the most widely perceived 'personal' reasons behind poverty²⁶.



²⁶ QA9b Thinking now about poor people themselves, in your opinion, which two of the following reasons

best explain why they are poor? (ROTATE - MAX. 2 ANSWERS)

Inadequate education, training or skills are seen as reasons for poverty by 53% of the Dutch and 51% of both Danish and German respondents. In Southern Europe – and particularly in Cyprus (44%) – poverty is seen primarily as an 'inherited' problem. Southern Europeans also place a stronger emphasis on family and community ties (e.g. 32% of the Portuguese believe that people are poor because they do not receive enough support from their family or friends).

Addiction is most widely seen as a personal reason for poverty in the Scandinavian/Baltic countries, with Lithuania standing out (55%), followed by Estonia, Finland (each 46%), Denmark (44%) and Sweden (42%).

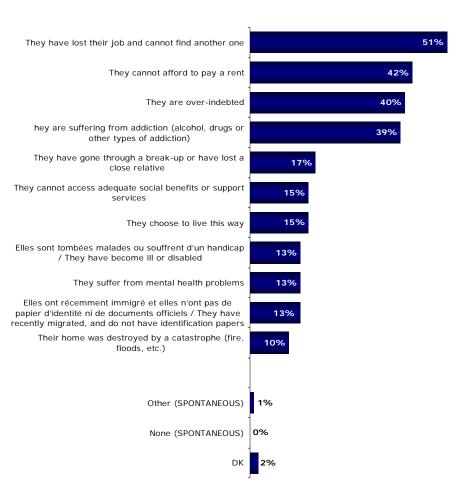
The following socio-demographic results stand out:

- People are poor because they do not have the necessary level of education, training or skills: this opinion is more often held by managers (52%), those who stayed in full-time education until age 20 or older (47%) and respondent who live in a rich household (43%). Respondents who have difficulty making ends meet or who have difficulty paying their bills on time (each 27%) agree less often than average.
- People are poor because they suffer from addiction: respondents who have difficulty making ends meet or who have difficulty paying their bills on time (each 16%) agree less often than average.
- ◆ People are poor because they suffer from poor health, long-term illness or disability: this view is more often than average held by retired respondents (23%).
- People are poor because they live beyond their means: respondents who have difficulty making ends meet (13%), students, the unemployed (each 14%), those aged 15-24 and those who have difficulty paying their bills on time (15%) hold this view less often than average.
- ◆ People are poor because they haven't received enough support in times of need from their family or friends: this opinion is more often than average held by respondents who have difficulty paying bills on time (20%).

4.5 Why do people become homeless?

The reason most commonly expressed on why people become homeless is that they have lost their job and cannot find another one (51%). The next three reasons are

mentioned by around two in five: they cannot afford to pay rent (42%), they are over-indebted (40%) and they suffer from addiction (39%)²⁷. The other reasons included in the questionnaire were mentioned by less than one in five.



QA32 In your opinion, which three of the following reasons best explain why people become homeless? (ROTATE – MAX. 3 ANSWERS) - EU

Again, there are wide variations between the nations behind these averages. The proportion of respondents that believes people become homeless because they have lost their job ranges from 16% in the Netherlands to 74% in Luxembourg and there are even wider variations for the belief that homelessness is caused by addiction, with figures ranging from 16% in Italy to 81% in Sweden. This opinion is also very common in the Netherlands (75%) and Denmark (73%). The belief that people become

 27 QA32 In your opinion, which three of the following reasons best explain why people become homeless?

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homeless because they cannot afford to pay rent ranges from 17% in the Netherlands to 54% in Greece and France, while the belief that it happens when people are over-indebted ranges from 23% in Denmark to 68% in Cyprus.

QA32 In your opinion, which three of the following reasons best explain why people become homeless? (ROTATE - MAX. 3 ANSWERS)

	They have lost their job and cannot find another one	They cannot afford to pay a rent	They are over-indebted	They are suffering from addiction (alcohol, drugs or other types of addiction)	They have gone through a break-up or have lost a close relative	They cannot access adequate social benefits or support services	They choose to live this way	They have become ill or disabled		They have recently migrated, and do not have identification papers or official papers	Their home was destroyed by a catastrophe (fire, floods, etc.)	Other (SPONTANEOUS)	None (SPONTANEOUS)	DK
EU27	51%	42%	40%	39%	17%	15%	15%	13%	13%	13%	10%	1%	0%	2%
■ BE	39%	36%	59%	39%	17%	22%	11%	13%	10%	25%	8%	2%	0%	0%
BG	50%	43%	41%	23%	7%	18%	8%	25%	19%	1%	25%	1%	0%	4%
CZ	46%	34%	43%	48%	21%	16%	25%	14%	10%	5%	17%	0%	0%	0%
DK	24%	28%	23%	73%	29%	12%	33%	9%	38%	13%	2%	0%	0%	1%
DE	52%	40%	43%	54%	18%	18%	15%	16%	11%	9%	7%	0%	0%	1%
EE	56%	35%	47%	61%	10%	6%	15%	15%	7%	2%	25%	1%	0%	1%
IE	51%	38%	38%	48%	18%	21%	7%	18%	19%	7%	6%	0%	0%	2%
EL.	60%	54%	47%	23%	3%	14%	6%	20%	12%	15%	25%	0%	0%	0%
ES	69%	40%	39%	25%	11%	14%	7%	10%	9%	16%	7%	3%	0%	1%
■ FR	68%	54%	49%	22%	24%	12%	13%	10%	3%	28%	3%	0%	0%	1%
IT	54%	52%	30%	16%	13%	22%	15%	9%	7%	20%	15%	1%	1%	2%
₹ CY	53%	47%	68%	24%	7%	16%	5%	16%	9%	14%	18%	1%	0%	1%
LV	57%	36%	45%	51%	4%	13%	26%	12%	8%	3%	9%	1%	0%	1%
LT	45%	23%	40%	64%	8%	11%	36%	17%	11%	3%	14%	1%	0%	1%
LU	74%	53%	44%	31%	20%	7%	10%	14%	4%	18%	5%	1%	0%	0%
ни	61%	25%	64%	37%	28%	12%	8%	18%	7%	2%	10%	1%	0%	0%
* MT	53%	40%	50%	38%	16%	15%	6%	19%	8%	6%	10%	1%	0%	2%
NL NL	16%	17%	52%	75%	16%	15%	27%	4%	48%	13%	3%	0%	0%	1%
AT	49%	45%	45%	38%	19%	17%	9%	20%	14%	14%	13%	1%	0%	1%
PL	42%	37%	33%	44%	24%	15%	23%	13%	6%	4%	13%	1%	0%	4%
PT PT	51%	41%	24%	32%	11%	19%	9%	18%	10%	4%	8%	1%	0%	3%
RO	55%	42%	40%	27%	11%	13%	12%	16%	9%	3%	27%	1%	0%	4%
SI	33%	18%	27%	54%	22%	12%	36%	12%	22%	5%	20%	3%	0%	1%
SK	47%	34%	41%	55%	20%	12%	25%	14%	9%	2%	16%	0%	0%	0%
+− FI	29%	34%	39%	69%	13%	22%	15%	11%	23%	16%	4%	0%	0%	1%
SE	32%	36%	34%	81%	14%	12%	8%	10%	39%	16%	4%	0%	0%	0%
H UK	42%	41%	34%	53%	19%	12%	16%	11%	26%	11%	4%	2%	0%	2%
		ghest percer highest perce						tage by country entage by item]				

5. THE ECONOMIC SITUATION OF EUROPEANS

In order to understand perceptions of poverty and social exclusion it is important to consider the economic context in which the respondents live. This chapter presents the results of the following questions included in the survey that provide insight into the current situation of Europeans:

- Placement on the "poor to rich" scale
- The ability to make ends meet
- The ability to keep up with bills and credit commitments
- The ability to afford the basics
- Short-tem expectations regarding their household's finances
- Confidence of keeping one's job
- Use of social assistance

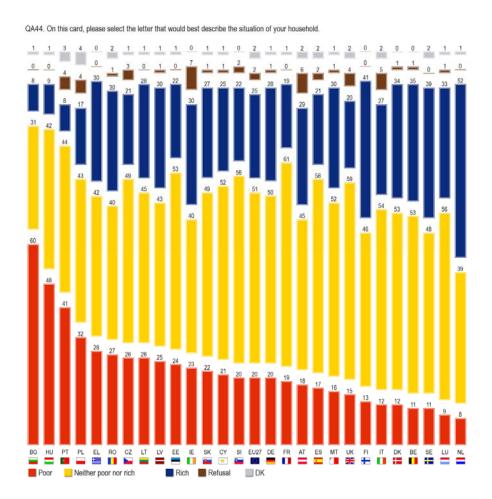
5.1 Placement on the "poor to rich" scale

The majority of respondents consider their household to be neither poor nor rich $(51\%)^{28}$. One fifth describes their household as poor compared to a quarter who describe their household as rich.

The observed ranking on this "poor to rich" scale varies greatly from country to country. The proportion of respondents that describe their household as poor ranges from below ten percent in the Netherlands (8%) and Luxembourg (9%) to more than two fifths in Portugal (41%), Hungary (48%) and Bulgaria (60%). The Netherlands is the only country where more than half of respondents describe their household as rich (52%) with Finland having the next highest proportion (41%). In the three countries already noted above – Bulgaria, Portugal and Hungary – less than one respondent in ten describes his or her household as rich (8%, 8% and 9%, respectively).

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²⁸ QA44 On this card, please select the letter that would best describe the situation of your household. The letters represent a scale from 1 to 10, where 1 is very poor and 10 is very rich.



The rankings also vary widely depending on people's level of education and working situation. The following two groups most frequently describe their household as poor:

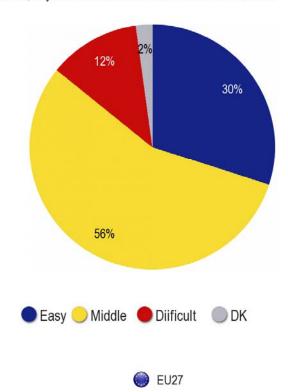
- The unemployed. They are seven times more likely than managers to describe their household as poor (43% vs. 6%).
- Those with little education (i.e. those who left full-time education before the age of 16). They are nearly three times more likely than those who stayed in school the longest (i.e. until the age of 20 or older) to report living in a poor household (29% vs. 11%).

These findings must be taken into account when people's perceptions of poverty are presented throughout the report. The differences – both between countries and in terms of socio-demographics – in the reported proportion of poor and rich households form the context in which variations in perceptions of poverty should be interpreted.

5.2 Reported ability to make ends meet

Respondents were also asked if their household is able to make ends meet with its total monthly income²⁹. Three out of ten reported that their household was able to do so easily (9% "very easily" and 21% "easily"). Conversely, just over one in ten indicated that they found it difficult to make ends meet (4% "with great difficulty" and 8% "with difficulty). The majority of respondents – 56% – selected the two middle categories (29% "fairly easily" and 27% "with some difficulty").

QA35. A household may have different sources of income and more than one household member may contribute to it. Thinking of your household's total monthly income, is your household able to make ends meet...?

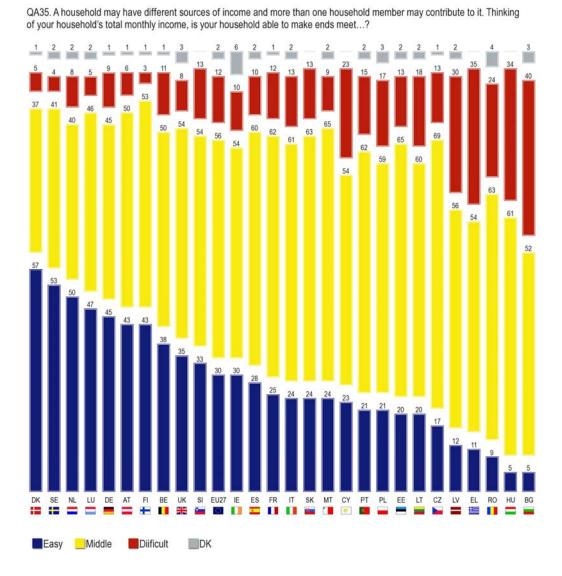


Again, there were wide variations between countries. At least half of the respondents in Denmark (57%), Sweden (53%) and the Netherlands (50%) find it easy for their household to make ends meet. In fact, in both Denmark and Sweden nearly three out of ten respondents considered it very easy (each 29%). At the other extreme, two out

- 66 -

²⁹ QA35 A household may have different sources of income and more than one household member may contribute to it. Thinking of your household's total monthly income, is your household able to make ends meet...?

of five Bulgarians and over a third of Greek (35%) and Hungarian (34%) respondents indicated that their household is only able to make ends meet with difficulty. In Bulgaria, nearly one in five said they did so with great difficulty (18%).



The survey further shows that the unemployed (31%) most often report difficulties in making ends meet, nearly eight times as often as managers (4%).

QA35 A household may have different sources of income and more than one household member may contribute to it.

Thinking of your household's total monthly income, is your household able to make ends meet...?

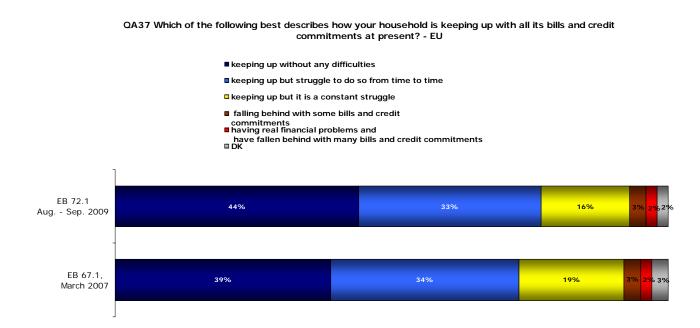
		Easy	Middle	Difficult	DK
	EU27	30%	56%	12%	2%
	Sex				
Ťů	Homme	32%	55%	11%	2%
" TT	Femme	27%	57%	14%	2%
	Age				
2007	15-24	27%	56%	11%	6%
	25-39	24%	61%	13%	2%
1	40-54	28%	56%	15%	1%
	55 +	36%	52%	11%	1%
	Education (End of)				
	15-	25%	56%	18%	1%
	16-19	27%	57%	15%	1%
	20+	40%	52%	7%	1%
	Still studying	29%	55%	8%	8%
	Respondent occupati	ion scal	е		
-	Self- employed	35%	55%	9%	1%
	Managers	46%	49%	4%	1%
	Other white collars	29%	62%	8%	1%
	Manual workers	23%	62%	14%	1%
	House persons	21%	60%	17%	2%
	Unemployed	14%	53%	31%	2%
	Retired	35%	51%	13%	1%
	Students	29%	55%	8%	8%

The extent to which respondents indicated that their household was able to make ends meet with its available total monthly income matches their placement on the "poor to rich" scale: 53% of 'rich' households are able to make ends meet easily while 40% of 'poor' households report difficulties in making ends meet. Conversely, only two percent of 'rich' households say they have difficulties making ends meet and only seven percent of 'poor' households claimed that they were able to make ends meet easily.

5.3 Reported ability to keep up with bills and credit commitments

The survey also looks at the ability of European households to keep up with bills and present credit commitments³⁰, which was examined in the March 2007 Eurobarometer survey on poverty and social exclusion³¹.

A comparison between the 2009 and 2007 results shows a positive development: more respondents now report that their household is keeping up without difficulties (44% vs. 39%) and fewer say keeping up is a constant struggle (16% vs. 19%). However, as in 2007 a small group has reported falling behind (3%) or having real financial problems (2%).



As with the previous question, the most vulnerable groups (i.e. those with real financial problems or who are falling behind on payments) are largest in Bulgaria (19%), Hungary (16%) and Greece (15%). In 2007 the number was even larger in Bulgaria (26%) but smaller in Hungary (11%) and Greece (10%).

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³⁰ QA37 Looking at this card, which of the following best describes how your household is keeping up with all its bills and credit commitments at present?

³¹ Eurobarometer wave 67.1 - QB4.

QA37 Which of the following best describes how your household is keeping up with all its bills and credit commitments at present?

(Falling behind with some bills and credit commitments + having real financial problems and have fallen behind with many bills and credit commitments)

		EB72.1 (Aug Sep. 2009)	EB67.1 (March 2007)	Evolution 2007 - 2009
****	EU27	5%	5%	=
****	EL	15%	10%	+5
	HU	16%	11%	+5
+	MT	8%	4%	+ 4
		:	:	:
·	CY	8%	11%	-3
	RO	7%	11%	-4
	BG	19%	26%	-7

Equally, the countries where the highest number of respondents report a financially secure situation at present in terms of bills and credit commitments are the three that responded most positively in the previous question: Denmark (74% report keeping up without any difficulties), the Netherlands (72%) and Sweden (70%). However, a small decline in the proportion of those who report having no difficulties since 2007 has been recorded in Denmark (-5 points).

The biggest increase in the proportion of respondents living in the financially most secure situation is greatest in Slovakia (from 20% to 39%), France (from 35% to 47%) and Estonia (from 31% to 41%). Conversely, Luxembourg is the only country where positive responses dropped by more than 10% (down from 66% to 53%).

QA37 Which of the following best describes how your household is keeping up with all its bills and credit commitments at present?

(I am/ we are keeping up without any difficulties)

		EB72.1 (Aug Sep. 2009)	EB67.1 (March 2007)	Evolution 2007 - 2009
\Diamond	EU27	44%	39%	+5
	SK	39%	20%	+19
	FR	47%	35%	+12
	EE	41%	31%	+10
	:	:	:	:
	DK	74%	79%	-5
	HU	20%	25%	-5
+	MT	24%	30%	-6
	LU	53%	66%	-13

Managers report highest levels of financial security off all socio-economic groups questioned: 61% say their household is keeping up without any difficulties, comparing starkly with the unemployed, of whom only 20% report a secure financial situation. Meanwhile, 15% of the jobless say their household is falling behind or is having real financial problems, whereas for all other socio-demographic groups the proportion that lives in such a vulnerable financial situation is eight percent or less.

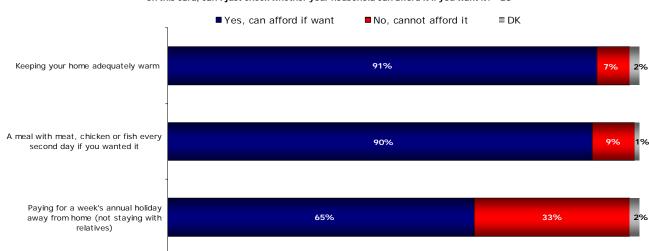
QA37 Which of the following best describes how your household is keeping up with all its bills and credit commitments at present?

			Keeping up but struggle to do so from time to time	Keeping up but it is a constant struggle	Falling behind with some bills and credit commitments	Having real financial problems and have fallen behind with many bills and credit commitments	DK
	EU27	44%	33%	16%	3%	2%	2%
	Sex						
m.	Male	48%	32%	14%	3%	1%	2%
TI 🌴	Female	41%	35%	17%	3%	2%	2%
	Age						
444	15-24	39%	35%	14%	3%	1%	8%
1	25-39	38%	39%	16%	4%	2%	1%
11	40-54	42%	33%	18%	4%	2%	1%
	55 +	53%	29%	14%	2%	1%	1%
	Education (End of)						
	15-	38%	33%	21%	4%	3%	1%
	16-19	41%	35%	17%	4%	2%	1%
	20+	56%	32%	9%	1%	1%	1%
	Still studying	43%	32%	11%	2%	1%	11%
	Respondent occupa						
-	Self- employed	49%	33%	13%	3%	1%	1%
	Managers	61%	30%	7%	0%	1%	1%
W.	Other white collars	46%	36%	14%	2%	0%	2%
	Manual workers	37%	39%	18%	4%	1%	1%
7	House persons	37%	35%	19%	5%	3%	1%
1	Unemployed	20%	33%	31%	9%	6%	1%
	Retired	51%	29%	15%	3%	1%	1%
	Students	43%	32%	11%	2%	1%	11%

Again there is a correlation between these figures and with the respondent's placing on the "poor to rich" scale: 71% of respondents living in 'rich' households are able to keep up without any difficulties while 17% of respondents living in 'poor' households say otherwise. Conversely, only 13% of respondents living in 'poor' households report being able to keep up without any difficulties, while for the rich these kinds of problems are non-existent.

5.4 Reported ability to afford the basics

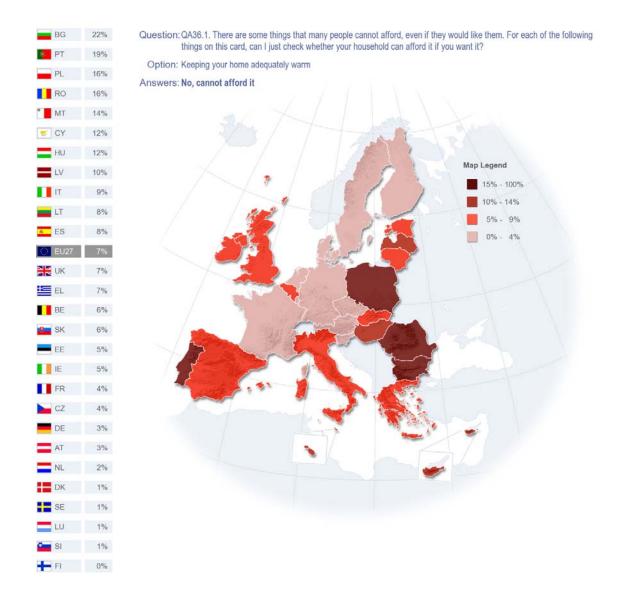
Nine out of ten respondents live in a household that can afford to keep the home adequately warm (91%) and have a meal with meat, chicken or fish every second day (90%). Two in three say their household can afford paying for a week's annual holiday away from home, not staying with family (65%)³².



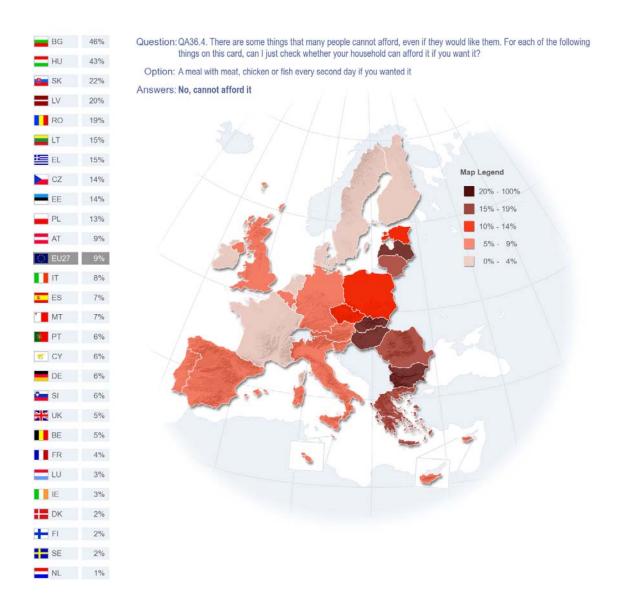
QA36 There are some things that many people cannot afford, even if they would like them. For each of the following things on this card, can I just check whether your household can afford it if you want it? - EU

While the statistics here are broadly positive, there are big differences between Eastern and Western Europe. In seven Member States over one in ten said that their household could not afford to keep the home adequately warm, with Bulgarians again the worst affected (22%) followed by Portugal (19%), the only non-Eastern European country in this group.

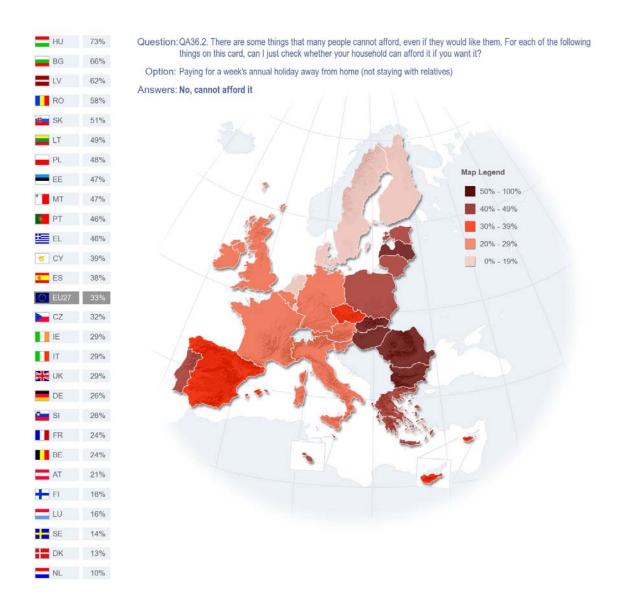
 $^{^{32}}$ QA36 There are some things that many people cannot afford, even if they would like them. For each of the following things on this card, can I just check whether your household can afford it if you want it?



Being able to afford a meal with meat, fish or chicken at least every other day is a problem for more than two fifths of Bulgarian and Hungarian households (46% and 43%, respectively) and for around one out of every five Slovakian, Latvian and Romanian household (22%, 20% and 19%, respectively).



In nine Eastern European and two Southern European countries, over two in five said that their household could not afford a yearly one-week holiday, with nearly three quarters of Hungarians (73%) and two thirds of Bulgarians (66%) saying that they couldn't afford it. Meanwhile over half of the respondents from Latvia (62%), Romania (58%) and Slovakia (51%) and just under half of the Portuguese and Greeks (46% each) report the same difficulties.



The following observations from the survey convey just how tough the plight of the poorest segments of European society is:

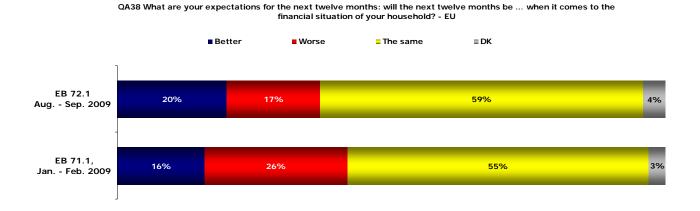
- Among respondents who have difficulties paying their bills on time 84% cannot afford the one week holiday, 37% cannot afford a meal with meat, chicken or fish every other day and 34% cannot afford to keep their home adequately warm
- Among respondents who have difficulties making ends meet 86% cannot afford the one week holiday, 36% can not afford the meal and 31% cannot afford to keep their home adequately warm

- Among respondents living in a poor household 71% cannot afford the one week holiday, 27% cannot afford the meal and 22% cannot afford to keep their home adequately warm
- Among unemployed respondents 64% cannot afford the one week holiday, 23% cannot afford the meal and 17% cannot afford to keep their home adequately warm

5.5 Short-term expectations regarding finances

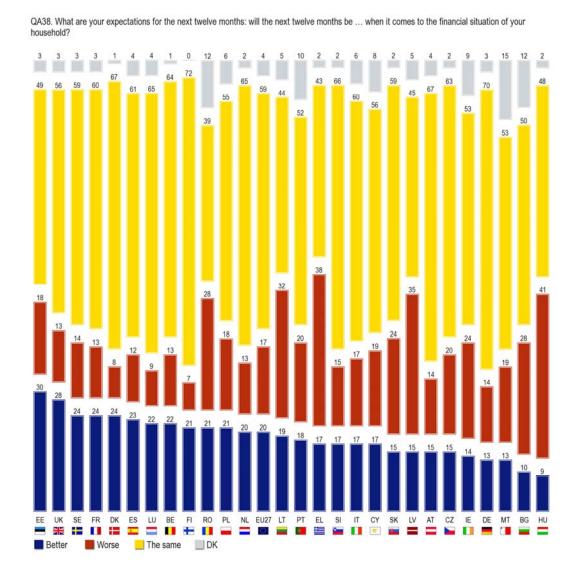
Those who took part in the survey were asked what they thought their short-term expectations for their household finances were³³.

In general, they tended to believe that their financial situation would remain the same (59%), while those expecting the financial situation to improve (20%) outnumber those who feel otherwise (17%). This represents a reversal of a trend that was observed in early 2009, signalling that the negative downturn in European public opinion about the economy may be coming to an end.



 $^{^{33}}$ QA38 What are your expectations for the next twelve months: will the next twelve months be ... when it comes to the financial situation of your household?

Despite this positive development in public opinion, there are six countries where more than a quarter of respondents believe that the financial situation of their household will get worse: Hungary (41%), Greece (38%), Latvia (35%), Lithuania (32%), Romania and Bulgaria (each 28%). Estonia (30%) and the UK (28%) are the only two countries where over a quarter of respondents believe their financial situation will improve³⁴.



³⁴ The Autumn 2009 Standard Eurobarometer, published in December 2009, presents a detailed analysis of the developments in public opinion since Spring 2009. See http://ec.europa.eu/public_opinion/index_en.htm.

Large differences can be observed depending on the level of respondents' education and working situation. However, whereas unemployed respondents generally report that they live in a precarious financial situation, they believe far more often than those in work, retired or studying believe that their situation will improve over the next 12 months (31%).

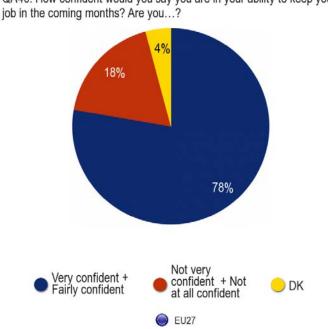
QA38 What are your expectations for the next twelve months: will the next twelve months be ... when it comes to the financial situation of your household?

		Better	Worse	The same	DK
	EU27	20%	17%	59%	4%
	Sex				
M	Male	22%	16%	58%	4%
" TT	Female	18%	17%	61%	4%
	Age				
***	15-24	28%	13%	53%	6%
1	25-39	30%	16%	49%	5%
	40-54	20%	18%	58%	4%
	55 +	9%	18%	70%	3%
	Education (End of)				
	15-	11%	20%	65%	4%
		11% 20%	20% 18%	65% 58%	4% 4%
	15-				
	15- 16-19	20%	18%	58%	4%
	15- 16-19 20+	20% 24% 26%	18% 14%	58% 58%	4% 4%
	15- 16-19 20+ Still studying	20% 24% 26%	18% 14%	58% 58%	4% 4%
*	15- 16-19 20+ Still studying Respondent occupati	20% 24% 26% on scale	18% 14% 11%	58% 58% 56%	4% 4% 7%
	15- 16-19 20+ Still studying Respondent occupati Self- employed	20% 24% 26% on scale 28%	18% 14% 11%	58% 58% 56% 53%	4% 4% 7% 5%
	15- 16-19 20+ Still studying Respondent occupati Self- employed Managers	20% 24% 26% on scale 28% 24%	18% 14% 11% 14% 14%	58% 58% 56% 53% 59%	4% 4% 7% 5% 3%
	15- 16-19 20+ Still studying Respondent occupati Self- employed Managers Other white collars	20% 24% 26% on scale 28% 24% 22%	18% 14% 11% 14% 14% 16%	58% 58% 56% 53% 59% 58%	4% 4% 7% 5% 3% 4%
	15- 16-19 20+ Still studying Respondent occupati Self- employed Managers Other white collars Manual workers	20% 24% 26% on scale 28% 24% 22% 22%	18% 14% 11% 14% 14% 16% 18%	58% 58% 56% 53% 59% 58% 55%	4% 4% 7% 5% 3% 4% 5%
	15- 16-19 20+ Still studying Respondent occupati Self- employed Managers Other white collars Manual workers House persons	20% 24% 26% on scale 28% 24% 22% 22% 17%	18% 14% 11% 14% 14% 16% 18% 17%	58% 58% 56% 53% 59% 58% 55% 61%	4% 4% 7% 5% 3% 4% 5% 5%

The feeling that their financial situation will get worse is highest among respondents with difficulties in making ends meet (38%) or in paying the bills on time (37%) and that live in poor households (32%). However, it should be noted that there is likely to be a lot of overlap between these three groups.

5.6 Confidence in keeping one's job

The vast majority of Europe's workforce - 78% - is confident that they will keep their job in the coming months³⁵. However, as the chart below shows, nearly a fifth does not feel that they have job security.



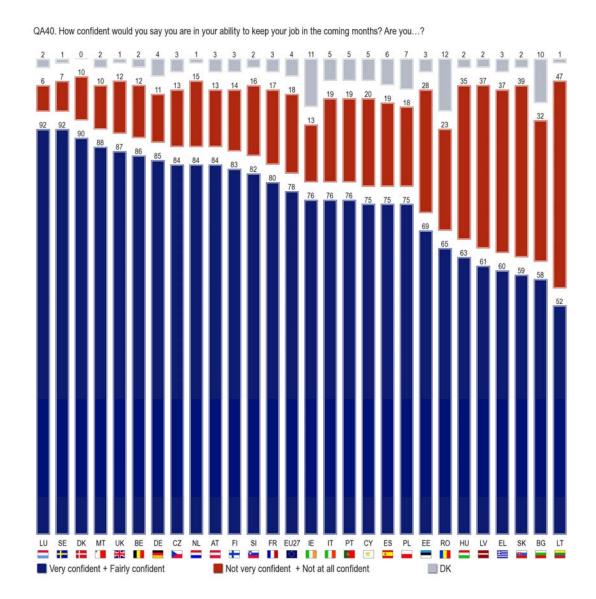
QA40. How confident would you say you are in your ability to keep your

In all 27 Member States, the majority feel confident in their ability to keep their job. Nonetheless, there are large differences between countries, ranging from 52% in Lithuania who feels confident to 92% in Luxembourg and Sweden.

In fact, in Sweden (66%), Denmark (59%), Luxembourg, the Netherlands (each 57%), Germany (55%), Malta (53%) and Finland (51%) over half of respondents are very confident that they will keep their job in the coming months. With the exception of Malta, these are all Northern or Western European countries.

 $^{^{35}}$ QA40 How confident would you say you are in your ability to keep your job in the coming months? Are you...?

The mood is less positive in six predominantly Eastern European countries. Between a third and half of the working respondents in Bulgaria (32%), Hungary (35%), Greece, Latvia (each 37%), Slovakia (39%) and Lithuania (47%) don't feel confident that they will keep their jobs. Greece (15%) and Lithuania (12%) are the only two countries where more than one in ten expressed a total lack of confidence.



Since spring 2007, Slovakia has experienced a +11 point increase in '% confident', and the situation in Hungary and Malta (both +7 points) has improved as well. The reverse

is true in Latvia (+11 point increase in '% not confident'), Cyprus, Finland (each +8 points), Lithuania (+7) and Estonia (+6 points) 36 .

The survey also shows that workers with little education (26%) and manual workers (22%) most often worry about the security of their job. However, the largest cleavages in confidence levels can be noted for the three overlapping classifiers of financial security:

Ability to make ends meet: working respondents with difficulties making ends meet (43%) lack confidence about their ability to keep their job five times more often than those without such difficulties (8%)

Ability to pay bills on time: working respondents with difficulties paying their bills on time (43%) lack confidence four times more often than those without such difficulties (11%)

"Poor to rich scale": working respondents living in a 'poor' household (35%) lack confidence three times more often than those living in a 'rich' household (9%).

5.7 Reported use of social assistance

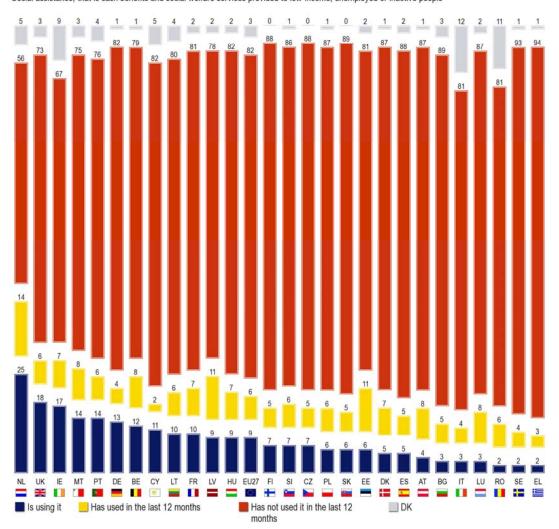
A small minority of those surveyed reported being on social assistance (9%) or having received it (6%) in the last 12 months³⁷. This varies from country to country and differs greatly from the pattern noted previously. In fact, Dutch respondents most often report to be recent or current recipients of social assistance (39%), followed by respondents in Ireland and the UK (each 24%). Current or past use of social assistance is reported least in Greece (5%), Sweden (6%), Italy (7%), Bulgaria and Romania (8% each).

³⁶ This brief inspection highlights shifts of 5 percentage points or more in the proportion "confident" and "not confident". The Autumn 2009 Standard Eurobarometer will present a more thorough analysis of shifts since Spring 2009.

³⁷ QA45.5 Could you please tell me for each of the following social services of general interest if you, or people you are close to, are using it, have used or not used it in the last 12 months? Social assistance, that is cash benefits and social welfare services provided to low-income, unemployed or inactive people

QA45.5. Could you please tell me for each of the following social services of general interest if you, or people you are close to, are using it, have used or not used it in the last 12 months?

Social assistance, that is cash benefits and social welfare services provided to low-income, unemployed or inactive people



The socio-demographic analysis shows a strong correlation with the economic and financial situation of respondents and their households:

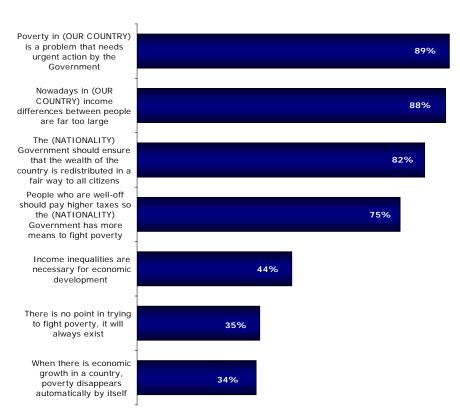
- Over a third of unemployed respondents currently receive social assistance (34%)
- A quarter of those with **difficulties paying their bills on time** currently receive social assistance
- Over one fifth of respondents with difficulties making ends meet currently receive social assistance (21%)
- Nearly one fifth of those living in a poor household currently receive social assistance (19%)

6. GENERAL VIEWS AND OPINIONS ABOUT POVERTY AND POSSIBLE SOLUTIONS

The survey has highlighted that Europeans are very aware of the extent of poverty and social exclusion in society. This chapter analyses both their views and attitudes to the problem and what they think possible solutions could be.

6.1 Poverty and income inequalities

There is a broad consensus (89%) that poverty is a national problem that needs urgent action from their government. Europeans also agree that nowadays income differences between people are far too large (88%) and consequently at least three quarters express the desire for governments to make sure that the wealth of the country is more fairly distributed (82%) and for people who are well-off to pay higher taxes so that their government has more means to fight poverty (75%)³⁸.



QA14 For each of the following statements, please tell me whether you ... (ONE ANSWER PER LINE - "Totally agree + Tend to agree") - EU

-

 $^{^{\}rm 38}$ QA14 For each of the following statements, please tell me whether you \dots

There is also widespread disagreement with the contention that poverty will always exist (62%) and that it disappears automatically when there is economic growth in a country (61%). However, Europeans are slightly more divided as to whether income inequalities are necessary for economic development: 44% agree against 49% who disagree.

The following two differences in opinions were noted between respondents from the 12 Member States (NMS12) that joined the EU since 2004 and those from the 15 Member States (EU15) that joined earlier:

- Respondents in the NMS12 more widely believe that poverty will disappear automatically when there is economic growth than those from the EU15 (43% vs. 32%, respectively).
- NMS12 respondents also more often feel than those from the EU15 feel that nowadays the income differences between people in their country are too large (92% vs. 87%).

Nowadays in (NATIONALITY) When there is Poverty in (OUR (OUR well-off should Income inequalities are economic growth in a country, Government COUNTRY) pay higher taxes should ensure problem that in trying to fight poverty, it will income so the that the wealth of necessary for poverty requires urgent differences (NATIONALITY) the country is edistributed in a economic disappears action by the between Government has always exist development automatically by people are far Government more means to fair way to all itself too large fight poverty citizens EU27 89% 88% 82% 75% 44% 34% 35% FU15 89% 87% 83% 76% 45% 32% 35% NMS12 34% 88% 74% 40% 92% 80% 43% ■ BE 92% 80% 70% 50% 37% 43% 86% 95% 83% 88% 28% 58% BG 96% 24% CZ 62% 93% 71% 45% 32% 53% 64% 72% 68% 19% 51% 65% 63% DK 93% 92% 81% 75% 59% 25% 21% DE 91% 92% 74% 75% 55% 24% 45% EE 88% 87% 83% 42% 34% 37% ΙE 83% 96% 95% 97% 94% 19% 62% 18% EL 91% 87% 35% 38% 83% 31% 90% FS FR 92% 92% 85% 74% 37% 28% 38% 89% 87% 86% 81% 30% 50% 43% IT CY 92% 94% 90% 92% 24% 36% 38% 95% 96% 85% 80% 51% 54% LV 93% 81% 93% 76% 51% 65% 35% LT 39% 86% 84% 81% 74% 53% 32% LU 95% 95% 94% 88% 38% 34% HU МТ 86% 71% 91% 74% 48% 51% 68% 72% 69% 69% 66% 60% 34% 33% NL ΑТ 90% 87% 89% 76% 36% 41% 32% 89% 89% 78% 66% 41% 36% 27% PL 91% 93% 92% 84% 44% 46% 41% RO 92% 91% 86% 74% 39% 59% 39% 90% 96% 86% 84% 56% 26% SI 35% SK 88% 95% 77% 67% 41% 40% **+−** FI 90% 88% 89% 82% 39% 22% 27% SE SE 62% 76% 84% 76% 61% 11% 20% 85% 82% 74% 65% 57% 23% 43% highest percentage by country lowest percentage by country highest percentage by item lowest percentage by item

QA14 For each of the following statements, please tell me whether you ...
- Agree

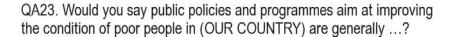
Variations in opinion are linked to different perceptions about the extent of poverty and to differences in views about government spending to help people out of poverty. For instance, the survey shows that:

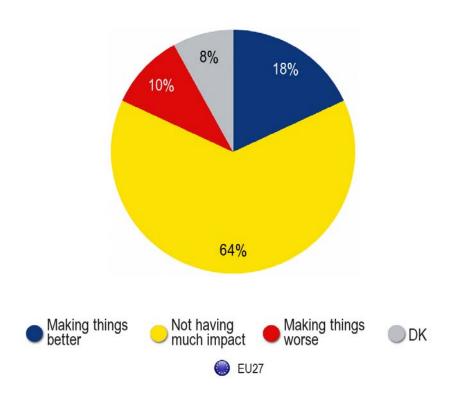
- Close to two-thirds of those who feel that national spending to help people out of poverty is too high (63%) hold the view that income inequalities are necessary for economic development, compared to just four in ten of those who feel that national spending to help people out of poverty is too little.
- Respondents who feel that poverty is widespread or who feel that national spending to help people out of poverty is too little far more often hold the view that poverty is a problem that requires immediate action (each 94%) than is

the case for citizens who believe poverty is not widespread or who feel national spending on poverty is too high (74% and 70%, respectively).

6.2 Views about public policies and programmes that help the poor

The survey reveals a cynical view of national public policies and programmes aimed at improving the conditions of poor people: only 18% of Europeans believe these policies and programmes make things better while 64% believe they have no impact. One in ten says that they actually make things worse³⁹.



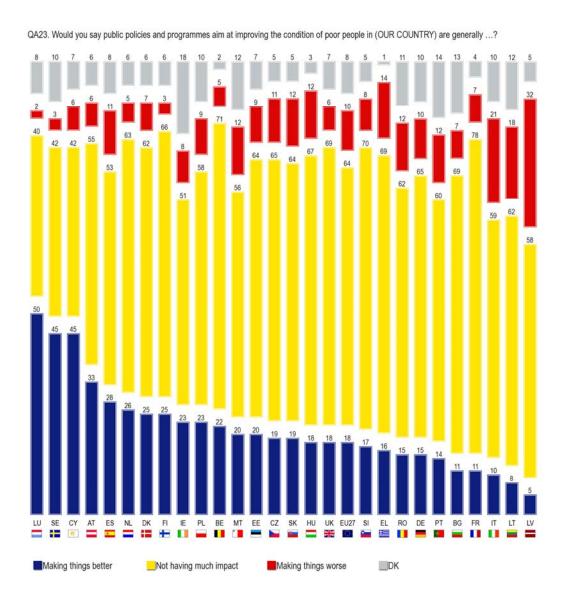


However, this cynicism is not found in all Member States. Public policies and programmes are thought of most highly in Luxembourg, where 50% consider that they make things better, followed by Sweden and Cyprus (45%).

 39 QA23 Would you say public policies and programmes aim at improving the condition of poor people in (OUR COUNTRY) are generally ...?

The stance that public policies and programmes don't have much impact is expressed by a majority in all the other Member States but is particularly popular in France (78%), Belgium (71%) and Slovenia (70%).

Latvian respondents are the most negative, with 32% feeling that public policies and programmes actually make things worse, while Italy (21%) is the only other country where more than one in five gives such a negative assessment.



Assessments vary somewhat depending on people's socio-demographic grouping (for instance, 22% of respondents who stayed in full-time education until age 20 find the policies and programmes make things better, compared to 16% of those who left school earlier) but the biggest differences between people's views are on the basis of their personal financial situation and their general perceptions and attitudes towards poverty.

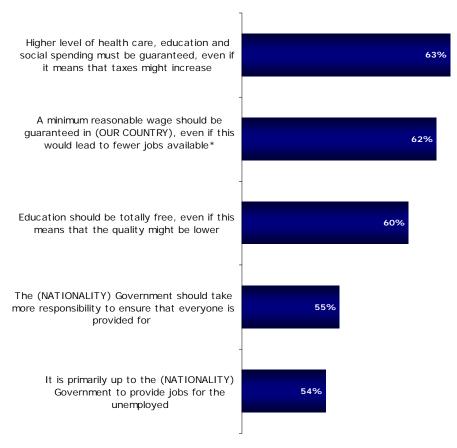
- Views about government spending: 32% of respondents who feel that their government spends about the right amount to help people out of poverty believe the policies make things better, compared to 14% who feel that too little is spent.
- Perception of the extent of poverty: 28% of those who don't find poverty widespread in their country give a positive assessment, compared to 15% of those who feel poverty is widespread.
- Personal financial situation: 24% of respondents who live in rich household give a positive assessment, compared to 14% who live in a poor household.

6.3 How should social and economic problems be solved?

The survey shows that Europeans tend to prefer the 'social' rather than 'liberal' approach to solving social and economic problems⁴⁰: 63% support the view that a higher level of health care, education and social spending must be guaranteed even if it means that taxes might increase, 62% that a minimum reasonable wage should be guaranteed in their country, even if this would lead to fewer jobs available and 60% that education should be totally free, even if this means that the quality might be lower. Furthermore, over half feel that their government should take more responsibility to ensure that everyone is provided for (55%) and that it is primarily up to their government to provide jobs for the unemployed (54%).

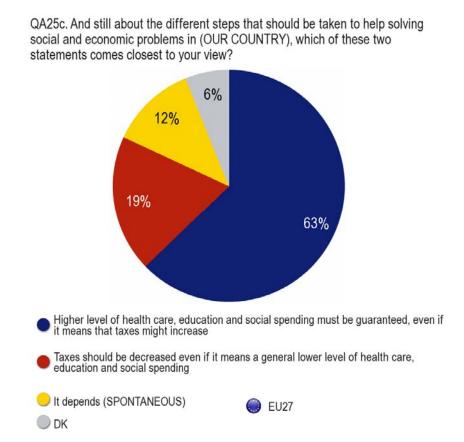
⁴⁰ QA25 People think differently on what steps should be taken to help solving social and economic problems in (OUR COUNTRY). I'm going to read you two contradictory statements on this topic. Please tell me which one comes closest to your view.

QA25 People think differently on what steps should be taken to help solving social and economic problems in (OUR COUNTRY). I'm going to read you two contradictory statements on this topic. Please tell me which one comes closest to your view. - EU



^{*}The wording of QA25e presented a slight difference: "QA25e And please tell me whether you...with the following statement". Items: totally agree; tend to agree; totally diasgree; tend to disagree; don't know. In the graph above it is shown the "Total agree" (totally agree + tend to agree) result.

The preference for the social approach is most obvious when it comes to taxation: 63% find that a higher level of health care, education and social spending must be guaranteed, even if it means taxes might increase, while 19% think that taxes should be decreased even if it means a general lower level of health care, education and social spending.



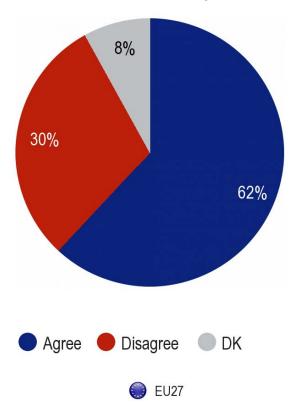
The opinion is popular throughout the EU, although not for an outright majority in all countries. Support ranges from 43% in Austria, Slovenia and Lithuania to 84% in Finland and Sweden.

QA25c And still about the different steps that should be taken to help solving social and economic problems in (OUR COUNTRY), which of these two statements comes closest to your view?

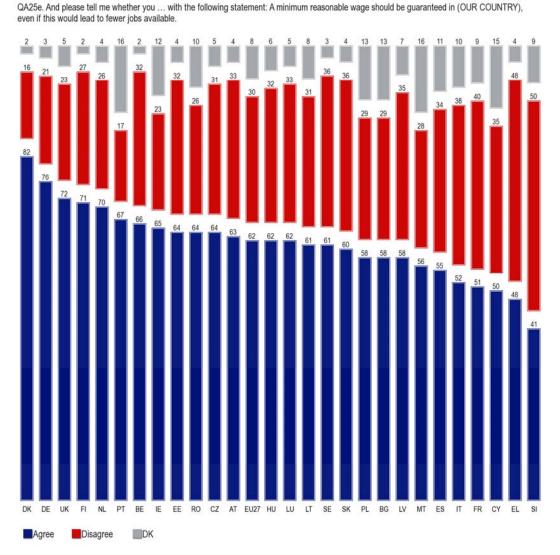
		Higher level of health care, education and social spending must be guaranteed, even if it means that taxes might increase	Taxes should be decreased even if it means a general lower level of health care, education and social spending	It depends (SPONTANEOUS)	DK
	EU27	63%	19%	12%	6%
+	FI	84%	13%	3%	0%
	SE	84%	10%	4%	2%
	DK	80%	13%	6%	1%
***	CY	78%	13%	8%	1%
	NL	78%	11%	8%	3%
		:	:	:	:
	RO	51%	26%	12%	11%
	LV	44%	35%	15%	6%
	LT	43%	40%	11%	6%
	AT	43%	27%	25%	5%
•	SI	43%	37%	17%	3%

Among all socio-demographic and socio-economic categories examined by the survey an outright majority express the preference for higher level of health care, education and social spending, even if taxes might increase. A similar overall level of support is also found for the idea that a minimum reasonable wage should be guaranteed, even if this would lead to fewer jobs available, with 62% against the 30% who disagree.

QA25e. And please tell me whether you ... with the following statement: A minimum reasonable wage should be guaranteed in (OUR COUNTRY), even if this would lead to fewer jobs available.

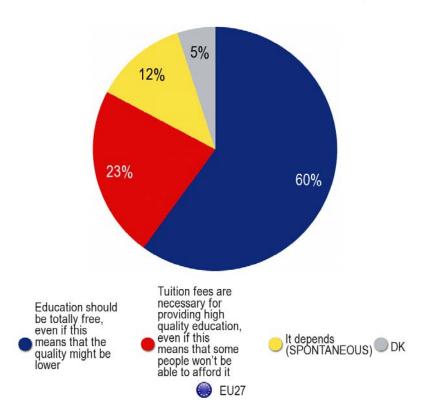


In nearly all countries an outright majority think that a minimum reasonable wage should be guaranteed, ranging from 41% in Slovenia to 82% Denmark. In Slovenia a majority (50%) disagree and in Greece public opinion is evenly divided (48% agree and 48% disagree).



Support for a minimum wage is in the 60%-to-70% range for all categories examined with the exception of the self-employed (57%), people who are not optimistic about the future (58%) and those who have difficulty making ends meet (59%). However, the level of agreement does differ somewhat; the proportions of those that strongly agree range from 19% among students to 32% of those who are dissatisfied with the life they lead and or who have difficulty paying their bills on time.

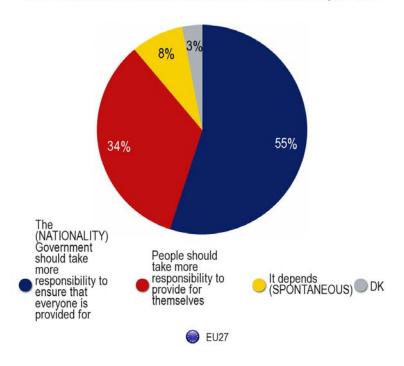
Six out of ten Europeans believe education should be free even if this means that the quality might be lower, while 23% believe that tuition fees are necessary for providing high quality education, even if this means that some people won't be able to afford it.



QA25b. And which of these two statements comes closest to your view?

Support for free education is broadest in Cyprus (70%), the UK, Slovakia and Poland (each 69%) and supported by an outright majority in all Member States with the exception of the Netherlands (36%), Austria (38%) and Belgium (48%).

Furthermore, the survey shows that the majority feel that their government should take more responsibility to ensure that everyone is provided for, with 55% holding this view (against the 34% who say that people should take more responsibility to provide for themselves).



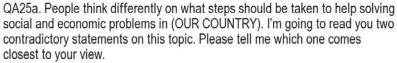
QA25d. And which of these two statements comes closest to your view?

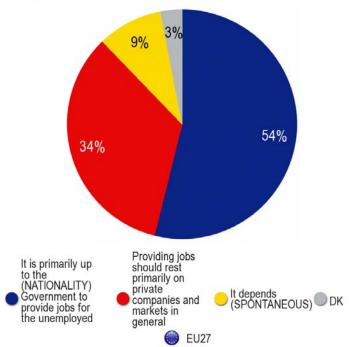
However, opinions differ greatly between the Member States. For example, only a quarter of Dutch respondents feel that the government should take more responsibility to ensure that everyone is provided for, compared to 82% of Greeks.

QA25d And which of these two statements comes closest to your view?

	The (NATIONALITY) Government should take more responsibility to ensure that everyone is provided for	People should take more responsibility to provide for themselves	It depends (SPONTANEOUS)	DK
EU27	55%	34%	8%	3%
≟ EL	82%	10%	7%	1%
₹ CY	73%	22%	4%	1%
H U	71%	23%	4%	2%
IT	69%	16%	12%	3%
₫ ES	67%	17%	13%	3%
	:	:	:	:
K UK	40%	51%	7%	2%
SI	39%	47%	13%	1%
SE SE	37%	53%	8%	2%
LT	30%	58%	9%	3%
NL NL	25%	66%	7%	2%

The survey also shows that 54% of Europeans think that it is primarily up to governments to provide jobs for the unemployed, while 34% believe that providing jobs should rest primarily on private companies and markets in general.





In general, Europeans in all social categories display a preference for government responsibility, although people's economic situations do influence their position. The unemployed, for instance, most frequently (64%) find that it is primarily up to governments to provide jobs for them, whereas managers (42%) are least likely to hold this view. They represent the only socio-demographic category that is more likely to believe that providing jobs should rest primarily on private companies and markets in general (46%).

In most countries, the majority view is that governments should be responsible for providing jobs for the unemployed; results range from 30% in France to over 80% in Greece (87%) and Cyprus (85%). Apart from France, the only other countries where this is not the majority view are Slovenia (39%) and Germany (43%). Neither is it the view of an outright majority in Luxembourg (45%), Belgium (47%), the Netherlands (48%) and Sweden (49%).

QA25a People think differently on what steps should be taken to help solving social and economic problems in (OUR COUNTRY). I'm going to read you two contradictory statements on this topic.

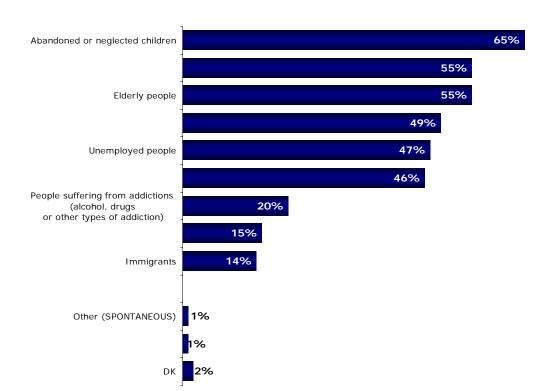
Please tell me which one comes closest to your view.

	It is primarily up to the (NATIONALITY) Government to provide jobs for the unemployed	Providing jobs should rest primarily on private companies and markets in general	It depends (SPONTANEOUS)	DK
EU27	54%	34%	9%	3%
EL EL	87%	7%	6%	0%
₹ CY	85%	10%	5%	0%
LV	73%	19%	6%	2%
PL	70%	20%	5%	5%
	:	:	:	:
LU	45%	42%	10%	3%
DE	43%	47%	8%	2%
SI	39%	46%	13%	2%
■ FR	30%	61%	5%	4%

6.4 Who should receive social assistance?

A brief examination of who should receive social assistance shows that 65% of Europeans believe that abandoned children are a priority, followed by handicapped people and the elderly (each 55%)⁴¹. Furthermore, many people believe that single parents (49%), the unemployed (47%) and the homeless (46%) should receive it, but few believe immigrants (14%), young delinquents (15%) or people who suffer from addictions should.

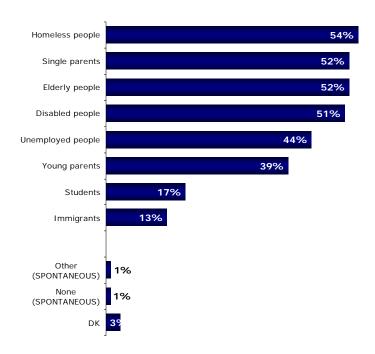
⁴¹ QA52 In your opinion, which of the following groups should be prioritised in receiving social assistance? (MULTIPLE ANSWERS POSSIBLE)



QA52 In your opinion, which of the following groups should be prioritised in receiving social assistance? (MULTIPLE ANSWERS POSSIBLE) - EU

The homeless are most often seen as the priority group to receive access to social housing (54%), followed by single parents, the elderly (each 52%) and disabled people $(51\%)^{42}$. They slightly less often believe the unemployed (44%) and young parents (39%) should be prioritised, while Immigrants (13%) and students (17%) are least seen as a priority group.

 $^{^{42}}$ QA53 In your opinion, which of the following groups should be prioritised when it comes to having access to social housing? (MULTIPLE ANSWERS POSSIBLE)

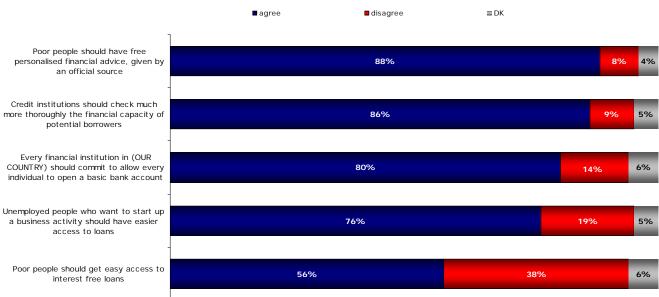


QA53 In your opinion, which of the following groups should be prioritised when it comes to having access to social housing? (MULTIPLE ANSWERS POSSIBLE) - EU

6.5 Access to financial services

Europeans believe in fair but strictly regulated access to financial services for poor people. According to 88% poor people should have free personalised advice, given by an official source. Furthermore, eight in ten feel that every financial institution should allow anyone to open a basic bank account and 76% are of the view that the unemployed people who want to start up a business activity should have easier access to loans. At the same time, 86% are of the view that credit institutions should check the financial capacity of potential borrowers much more carefully and there is slightly less support for giving poor people access to interest free loans (56% 'agree' vs. 38% 'disagree')⁴³.

 $^{^{43}}$ QA27 And please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree with each of the following statements.



QA27 And please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree with each of the following statements. - EU

The idea of offering poor people free personalised advice is well received throughout the EU, with agreement ranging from 81% in Romania to 97% in Cyprus. Respondents also broadly support the idea that everyone should be allowed to open a basic bank account, (64% in the Czech Republic compared to 91% in France.) However, agreement with the idea that potential borrowers must be checked thoroughly ranges from 75% in Romania to 96% in the Netherlands.

More varied levels of support are found for the notion that unemployed people who want to start up a business should get easier access to loans, ranging from 56% in Estonia to 94% in Greece, while the view that poor people should get easy access to interest free loans is widely embraced in Greece and Cyprus (each 85%), compared to only around a third of respondents in the Netherlands (32%), Germany (34%) and Denmark (35%).

QA27 And please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree with each of the following statements.

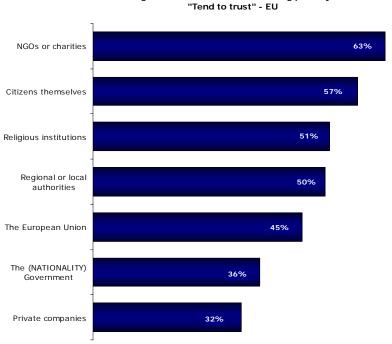
		Poor people should have free personalised financial advice, given by an official source	Credit institutions should check much more thoroughly the financial capacity of potential borrowers	Unemployed people who want to start up a business activity should have easier access to loans	Every financial institution in (OUR COUNTRY) should commit to allow every individual to open a basic bank account	Poor people should get easy access to interest free loans
	EU27	88%	86%	76%	80%	56%
	BE	95%	94%	73%	85%	52%
	BG	89%	86%	77%	73%	73%
	CZ	83%	88%	61%	64%	54%
	DK	91%	85%	67%	82%	35%
	DE	92%	85%	69%	90%	34%
	EE	89%	91%	56%	86%	41%
	ΙE	87%	87%	75%	81%	58%
15	EL	93%	90%	94%	82%	85%
盡	ES	86%	77%	86%	73%	70%
	FR	94%	94%	88%	91%	64%
	IT	82%	76%	81%	75%	74%
€	CY	97%	94%	90%	72%	85%
	LV	93%	92%	65%	82%	49%
	LT	85%	81%	70%	70%	54%
	LU	96%	93%	73%	89%	61%
	HU	84%	87%	79%	74%	68%
•	MT	93%	91%	73%	79%	58%
	NL	93%	96%	66%	82%	32%
	AT	91%	81%	64%	80%	63%
	PL	88%	82%	81%	68%	62%
	PT	86%	85%	86%	76%	74%
	RO	81%	75%	72%	73%	59%
•	SI	86%	87%	83%	81%	61%
0	SK	86%	92%	80%	68%	71%
+	FI	86%	85%	72%	88%	41%
+	SE	91%	91%	73%	73%	40%
	UK	87%	92%	67%	85%	44%
			ntage per country centage per item		Lowest percentage	

7. COMBATING POVERTY AND SOCIAL EXCLUSION

Within the European Union much is being done to combat poverty and social exclusion, EU wide, in the Member States, by governments and charities, by private companies and by citizens themselves. This chapter examines who Europeans see as primarily responsible in the fight against poverty and what they expect from the different actors involved.

7.1 Who is most widely trusted in the fight against poverty?

The survey shows that Europeans most widely (63%) trust the actions of NGOs and charities to fight poverty, followed by the actions of citizens themselves (57%), religious institutions (51%) and regional or local authorities (50%). Despite wanting urgent involvement from governments, only 36% trust their actions in combating poverty, which is slightly more than the proportion that trusts the actions of private companies (32%). The European Union (45%) scores better than the national governments in this regard⁴⁴.



QA18 For each of the following, please tell me if you tend to trust it or not with regard to their action in combating poverty.

"Tend to trust" - EU

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⁴⁴ QA18 For each of the following, please tell me if you tend to trust it or not with regard to their action in combating poverty.

Trust in the actions of national governments ranges from a mere 14% in Latvia to 74% in Luxembourg. Trust is next most widespread in Denmark (59%), Cyprus (58%), the Netherlands (57%), Austria (56%), Sweden (53%) and Finland (52%).

A strong division in opinion exists between the 'haves' and the 'have-nots', with the broadest trust in government actions recorded from respondents living in a rich household (47%), students (43%), people who stayed in education until age 20 or older (42%) and managers (41%). It is lowest for people who have difficulty making ends meet (20%), those with a negative view towards the future or who are dissatisfied with their present standard of living (each 21%), those living in a poor household (24%) and the unemployed (27%).

The following national results are notable regarding other key actors in the fight against poverty:

- NGOs or charities are the most widely trusted actor in 17 Member States, with levels ranging from 17% in Bulgaria to 79% in Luxembourg and Malta.
- Citizens are widely trusted with levels ranging from 41% in Bulgaria to 69% in Spain and Ireland.
- In Malta, 73% trust religious institutions, compared to only 22% in Bulgaria.
- Trust in the European Union is much higher in the NMS12 countries (55%) than it is in the EU15 countries (43%), with highest levels recorded from Bulgaria (64%), Romania and Slovakia (each 60%).

QA18 For each of the following, please tell me if you tend to trust it or not with regard to their action in combating poverty.

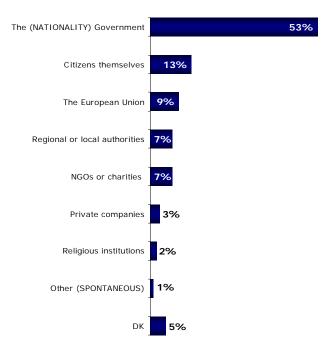
Tend to trust

	NGOs or charities	Citizens themselves	Religious institutions	Regional or local authorities	The European Union	The (NATIONALITY) Government	Private companies
EU27	63%	57%	51%	50%	45%	36%	32%
BE	71%	61%	47%	64%	52%	45%	41%
BG	19%	41%	22%	34%	64%	49%	17%
cz -	61%	55%	38%	54%	51%	24%	34%
DK	70%	64%	65%	64%	50%	59%	47%
DE	68%	62%	55%	56%	37%	40%	35%
EE	64%	61%	39%	55%	59%	37%	38%
ΙE	59%	69%	42%	45%	56%	31%	42%
≡ EL	46%	54%	41%	35%	44%	23%	19%
ES	67%	69%	45%	51%	54%	40%	32%
FR	74%	59%	49%	65%	40%	35%	36%
IT	46%	43%	45%	32%	47%	27%	28%
€ CY	53%	45%	55%	48%	53%	58%	24%
LV	58%	54%	40%	42%	37%	14%	34%
LT	57%	53%	48%	33%	59%	27%	31%
LU	79%	58%	46%	69%	46%	74%	33%
HU	59%	53%	47%	56%	54%	22%	36%
MT	79%	51%	73%	47%	59%	50%	35%
NL	72%	59%	60%	60%	48%	57%	43%
AT	76%	66%	52%	67%	37%	56%	46%
PL	60%	54%	53%	42%	52%	25%	31%
PT PT	62%	60%	61%	57%	55%	42%	39%
RO	40%	44%	57%	39%	60%	24%	28%
≔ SI	50%	60%	29%	42%	44%	32%	31%
SK	50%	55%	49%	44%	60%	35%	28%
FI FI	75%	68%	62%	67%	45%	52%	44%
SE	75%	54%	56%	61%	43%	53%	29%
! K	75%	60%	57%	49%	33%	36%	27%
		ntage by country entage by item			age by country	1	

7.2 Who should take the lead in the fight against poverty?

Despite low trust in their actions, Europeans far more often believe the primary responsibility for reducing or preventing poverty lies with government (53%) than with citizens (13%), the EU (9%), regional or local authorities and NGO or charities (each 7%), private companies (3%) and religious institutions $(2\%)^{45}$.

 45 QA20 In your opinion, from the following list, who is primarily responsible for reducing or preventing poverty in (OUR COUNTRY)? (ROTATE).



QA20 In your opinion, from the following list, who is primarily responsible for reducing or preventing poverty in (OUR COUNTRY)? (ROTATE) - EU

This disparity between the lack of trust towards government and belief in its responsibility for dealing with poverty points to unmet expectations regarding the actions undertaken by national governments. The survey shows that while Europeans deem governments primarily responsible for fighting a problem that requires its urgent action (as it is believed to be widespread) they tend not to trust these actions. This catch-22 situation may be related to the fact that poverty continues to exist and is not simply eradicated.

At national level, the proportion of people who feel this way ranges from 24% in France to 85% in Bulgaria. Hungary (80%) and Latvia (77%) are the only other countries where more than three quarters of citizens see the government's role as pivotal. In these two countries, the disparity between trust and expectations is particularly strong: trust is lowest yet citizens most often rely on government to take action or vice-versa.

In several countries, other key actors are held responsible:

- Over a quarter of Dutch respondents feel that fighting poverty is primarily the responsibility of citizens themselves (27% vs. an EU average of 13%). Finland is the only other Member State where over one-fifth feels the same (22%).
- Over a quarter of French respondents believe that fighting poverty is primarily the responsibility of NGOs or charities (26% vs. an EU average of 7%). France is the only country where the government (24%) is not believed to be primarily responsible.
- In Greece, 23% feel that fighting poverty is primarily the responsibility of the European Union (vs. an EU average of 9%), while in Luxembourg, 20% hold this view.

QA20 In your opinion, from the following list, who is primarily responsible for reducing or preventing poverty in (OUR COUNTRY)? (ROTATE)

	The (NATIONALITY) Government	Citizens themselves	The European Union	Regional or local authorities	NGOs or charities	Private companies	Religious institutions	Other (SPONTANE OUS)	DK
EU27	53%	13%	9%	7%	7%	3%	2%	1%	5%
BE	36%	18%	12%	10%	13%	4%	2%	2%	3%
BG	85%	4%	3%	3%	-	1%	0%	0%	4%
CZ	49%	19%	10%	7%	7%	5%	0%	0%	3%
DK	64%	22%	5%	5%	1%	0%	1%	0%	2%
DE	51%	17%	6%	6%	6%	6%	2%	1%	5%
EE	64%	19%	2%	9%	1%	1%	0%	0%	4%
ΙE	63%	8%	13%	4%	2%	2%	1%	1%	6%
EL	65%	5%	23%	2%	2%	1%	0%	1%	1%
ES	67%	4%	14%	6%	1%	2%	1%	2%	3%
FR	24%	20%	7%	10%	26%	4%	1%	1%	7%
IT	46%	7%	14%	10%	8%	3%	4%	0%	8%
CY	70%	10%	17%	0%	0%	0%	1%	0%	2%
LV	77%	10%	6%	3%	1%	1%	0%	0%	2%
LT	73%	13%	6%	3%	1%	1%	0%	0%	3%
LU	54%	10%	20%	3%	6%	1%	0%	0%	6%
HU	80%	5%	6%	3%	1%	1%	0%	1%	3%
MT	70%	12%	9%	1%	3%	1%	0%	0%	4%
NL	52%	27%	5%	8%	2%	2%	1%	1%	2%
АТ	38%	10%	16%	11%	9%	4%	5%	2%	5%
PL	51%	14%	8%	10%	6%	1%	2%	0%	8%
PT	63%	5%	14%	4%	3%	3%	1%	0%	7%
RO	64%	6%	13%	5%	2%	2%	-	1%	7%
SI	68%	11%	7%	5%	3%	1%	1%	2%	2%
SK	56%	16%	12%	4%	3%	6%	1%	1%	1%
FI	61%	22%	5%	6%	3%	1%	-	0%	2%
SE	69%	18%	5%	6%	-	1%	-	0%	1%
UK	64%	18%	3%	3%	4%	1%	1%	1%	5%

Highest percentage per country
Highest percentage per item

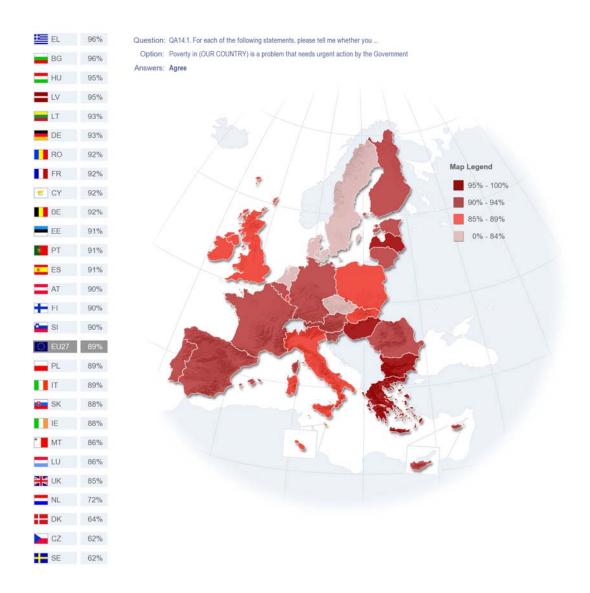
Lowest percentage per country

Lowest percentage per item

7.3 The government's role in combating poverty

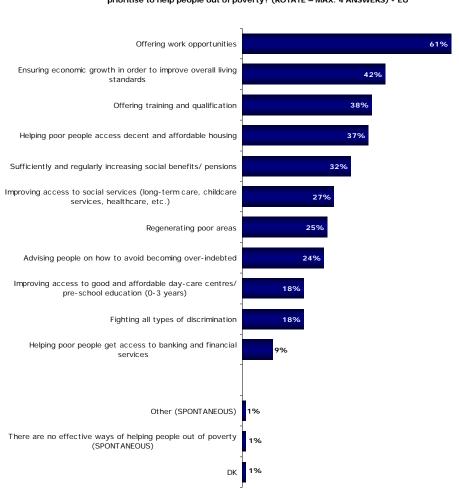
Before examining what Europeans want governments to do to help people out of poverty is it interesting to briefly reiterate that poverty is regarded as a problem that needs urgent government action. Not only people who struggle to get by think this way but also those who are classified as well-off according to their household income, of whom 85% feel this way.

At a national level, between 62% in the Czech Republic and Sweden to 96% in Greece and Bulgaria feel that poverty requires urgent government action.



7.3.1: What should governments do to help people out of poverty?

An examination of what Europeans believe governments should do to help people out of poverty shows that offering opportunities for employment is an absolute priority (61%)⁴⁶, with ensuring economic growth (42%), offering training and qualifications (38%) and helping poor people access decent and affordable housing (37%) also seeing fairly broad support.



QA22 In your opinion, from the following, which are the areas the (NATIONALITY) Government should prioritise to help people out of poverty? (ROTATE – MAX. 4 ANSWERS) - EU

Throughout the EU, people view offering work opportunities to poor people as a priority, with the only countries where other solutions are mentioned more frequently

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 $^{^{46}}$ QA22 In your opinion, from the following, which are the areas the (NATIONALITY) Government should prioritise to help people out of poverty? (ROTATE – MAX. 4 ANSWERS)

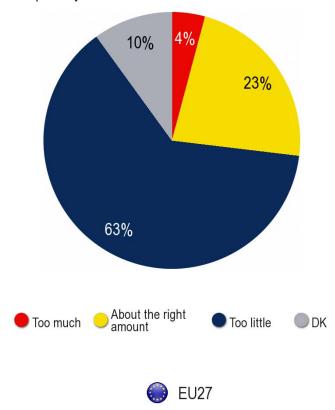
being Romania (economic growth – 66%) and Luxembourg (training and qualifications – 55%). In Bulgaria and Ireland work opportunities and economic growth are considered equally important, while in France offering work opportunities is considered just as much a priority as giving access to decent and affordable housing is.

QA22 In your opinion, from the following, which are the areas the (NATIONALITY) Government should prioritise to help people out of poverty? (ROTATE – MAX. 4 ANSWERS)

EU27	Offering work opportunities	Ensuring economic growth in order to improve overall living standards	Offering training and qualification	Helping poor people access decent and affordable housing		Improving access to social services (long-term care, childcare services, healthcare, etc.)	Regenerating poor areas	Advising people on how to avoid becoming over-indebted	Improving access to good and affordable day-care centres/ pre-school education (0-3 years)	Fighting all types of discriminat ion		Other (SPONTANEOUS)	There are no effective ways of helping people out of poverty (SPONTANEOUS)	DK
BE	53%	32%	41%	47%	32%	27%	23%	43%	12%	21%	11%	1%	1%	0%
BG	76%	76%	28%	22%	51%	37%	30%	8%	15%	9%	7%	0%	1%	1%
CZ	70%	54%	34%	41%	34%	31%	30%	26%	11%	14%	5%	0%	0%	0%
DK	52%	44%	52%	48%	31%	28%	24%	32%	20%	16%	8%	0%	1%	1%
DE	60%	35%	48%	35%	34%	37%	23%	24%	30%	19%	10%	1%	1%	1%
EE	72%	44%	54%	27%	32%	26%	16%	36%	16%	11%	3%	1%	1%	1%
IE	52%	52%	51%	34%	30%	22%	30%	22%	18%	16%	10%	1%	0%	3%
EL	78%	66%	23%	32%	56%	35%	29%	14%	12%	17%	9%	0%	=	-
ES	73%	48%	27%	31%	28%	13%	24%	9%	15%	16%	6%	1%	0%	0%
FR	53%	38%	46%	53%	22%	26%	26%	46%	12%	23%	14%	0%	0%	1%
IT	60%	42%	28%	37%	41%	26%	17%	13%	18%	19%	10%	1%	1%	1%
CY	77%	51%	26%	49%	53%	36%	28%	12%	19%	21%	8%	1%	-	-
LV	74%	58%	27%	14%	40%	35%	19%	14%	11%	7%	5%	2%	1%	1%
LT	75%	63%	40%	20%	31%	28%	15%	19%	10%	11%	7%	1%	=	1%
LU	53%	35%	55%	46%	35%	23%	9%	43%	25%	17%	8%	1%	0%	0%
HU	83%	60%	36%	29%	35%	24%	17%	23%	11%	14%	7%	1%	1%	0%
MT	56%	50%	27%	32%	51%	29%	12%	22%	14%	19%	12%	0%	0%	1%
NL	62%	29%	42%	36%	24%	37%	22%	61%	17%	13%	11%	1%	0%	1%
AT	68%	35%	30%	44%	46%	35%	16%	34%	18%	25%	11%	1%	1%	1%
PL	61%	37%	30%	25%	40%	31%	13%	17%	15%	12%	6%	1%	2%	5%
PT	64%	36%	28%	32%	31%	28%	25%	13%	19% 1	16%	6%	1%	0%	2%
RO	58%	66%	29%	32%	43%	19%	33%	8%	14%	15%	11%	0%	1%	3%
SI	69%	53%	30%	27%	35%	26%	16%	26%	17%	14%	10%	2%	1%	0%
SK	72%	49%	32%	36%	31%	25%	33%	19%	12%	22%	5%	1%	-	0%
FI	69%	37%	38%	27%	31%	35%	40%	27%	11%	23%	8%	1%	0%	0%
SE	65%	47%	59%	34%	21%	31% 1	28%	24%	7%	33%	5%	0%	0%	0%
UK	49%	32%	49%	45%	14%	24%	43%	26%	19%	19%	9%	2%	1%	3%
		highest percer	ntage by countr		u. itama				ntage by cou					
			nig	hest percentage b	y item				iowest percer	ntage by item				

7.3.2: What about government spending?

Most Europeans (63%) find that their government is not spending enough to help people out of poverty⁴⁷. Around a quarter (23%) are satisfied with the current spending level and only four percent feel that too much is being spent.

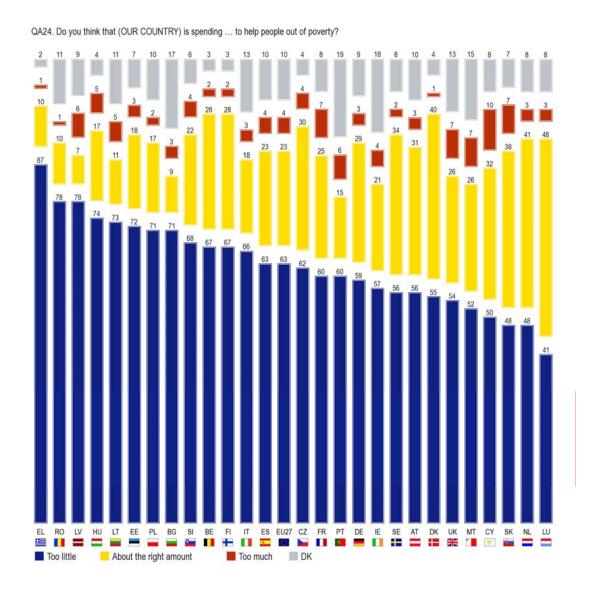


QA24. Do you think that (OUR COUNTRY) is spending ... to help people out of poverty?

The feeling is held by at least half of respondents in each Member State but is particularly pronounced in Greece (87%). This is least the case in Cyprus (50% of whose respondents think that their government isn't spending enough) where 10% feels that too much is being spent, while Luxembourg has the highest proportion (48%) who feel that about the right amount is being spent.

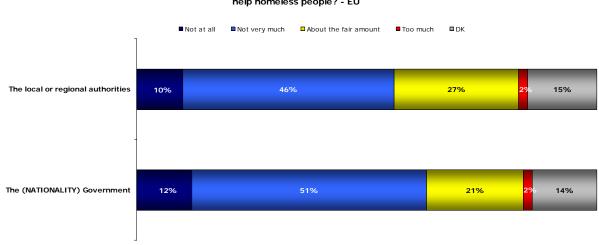
-

 $^{^{47}}$ QA24 Do you think that (OUR COUNTRY) is spending ... to help people out of poverty?



59% of managers to 73% of unemployed Europeans also think that national governments spend too little. Respondents who have difficulty making ends meet (78%) or who difficulty paying bills on time (76%) most frequently find that their government is not spending enough on helping people out of poverty.

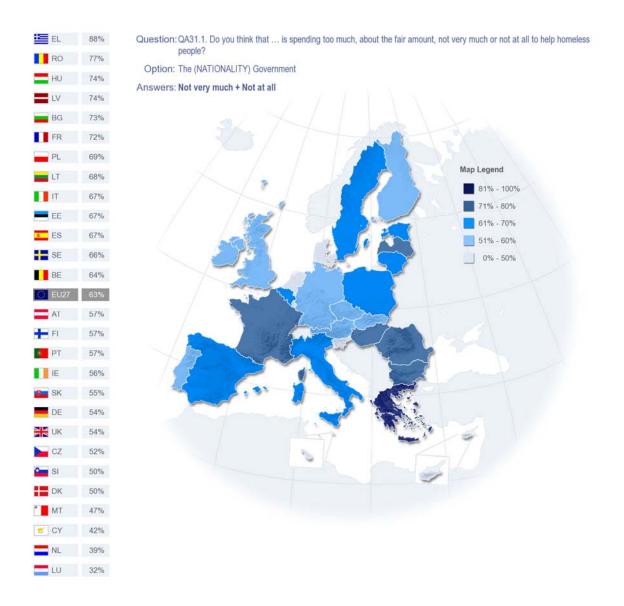
The majority view among Europeans (63%) is equally that governments are not spending very much or nothing at all to help the homeless. Furthermore, 56% hold the same view regarding the amount of money spent by local or regional authorities to help homeless people⁴⁸.



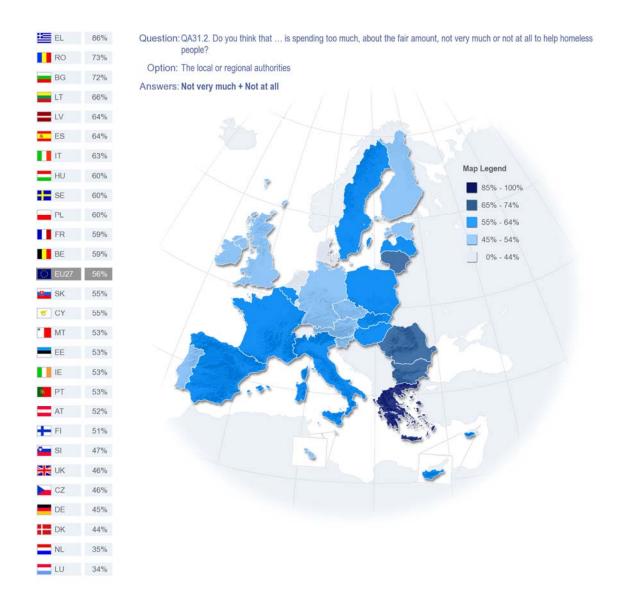
QA31 Do you think that \dots is spending too much, about the fair amount, not very much or not at all to help homeless people? - EU

However, views differ widely at national level. Respondents from Luxembourg (55%) and the Netherlands (42%) are most satisfied with the present level of government spending, whereas 41% of Greek respondents say that their government spends nothing at all and in total nearly nine out of ten (88%) are not happy with the level of spending. This lack of satisfaction is evident in many other countries, and in some, many answered "don't know" (Portugal -24%; Slovenia -21%; Ireland and Lithuania -20%).

⁴⁸ QA31 Do you think that ... is spending too much, about the fair amount, not very much or not at all to help homeless people?

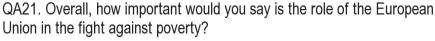


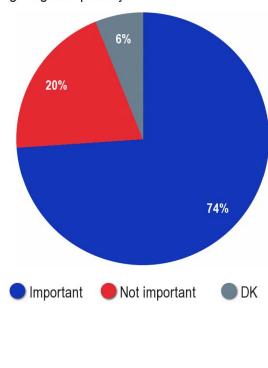
Respondents from Luxembourg (49%), Denmark (45%) and the Netherlands (44%) are the most content with the spending levels of local or regional authorities. Just as with government spending, Greek respondents are most critical with four in ten saying that they spend nothing at all and a further 46% saying that not very much is spent. The next highest levels of dissatisfaction are found in Romania (73%), Bulgaria (72%) and Lithuania (66%).



7.4 The role of the European Union

Even if Europeans do not regard the EU as primarily responsible for combating poverty, its role is nonetheless seen as important by many (28% see it as 'very important', and 46% 'somewhat important')⁴⁹.



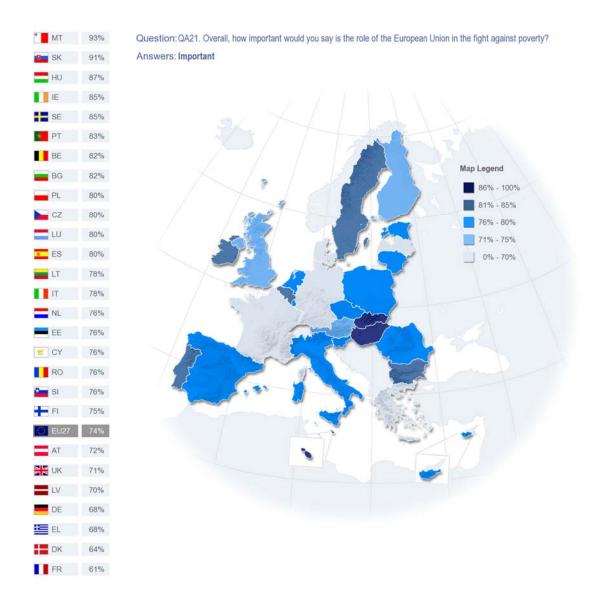


€ EU27

The view that the EU plays an important role in fighting poverty is widespread throughout Europe, with highest consensus levels recorded in Malta (93%) and Slovakia (91%).

⁴⁹ QA21 Overall, how important would you say is the role of the European Union in the fight against poverty?

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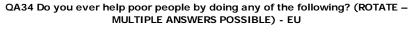
The perceived importance of the European Union is remarkably uniform among the different socio-demographic groups. Neither does people's personal economic situation appear to have much influence on its perceived role in the fight against poverty.

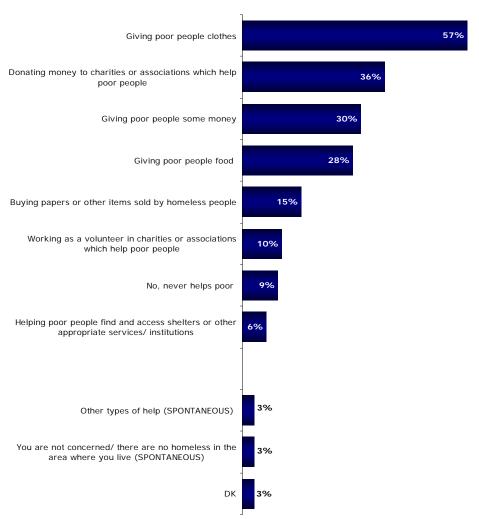
QA21 Overall, how important would you say is the role of the European Union in the fight against poverty?

		Important	Not important	DK
	EU27	74%	20%	6%
	Sex			
M	Male	74%	21%	5%
II TT	Female	74%	18%	8%
	Age			
eeen	15-24	79%	15%	6%
1	25-39	78%	17%	5%
1	40-54	74%	21%	5%
	55 +	69%	22%	9%
	Education (End of)			
	15-	72%	19%	9%
	16-19	74%	20%	6%
	20+	74%	22%	4%
-	Still studying	80%	15%	5%
	Respondent occupa	tion scale		
	Self- employed	73%	24%	3%
	Managers	78%	18%	4%
	Other white collars	76%	20%	4%
4	Manual workers	78%	17%	5%
	House persons	72%	18%	10%
	Unemployed	78%	16%	6%
	Retired	68%	22%	10%
	Students	80%	15%	5%

7.5 What do people do to help the poor?

The most common 'good deed' that Europeans say they do to help the poor is to give away clothes $(57\%)^{50}$ while they also often donate money to charities or associations which help poor people (36%) and either give them some money (30%) or food (28%). A small proportion – nine percent – never help poor people.





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 $^{^{50}}$ QA34 Do you ever help poor people by doing any of the following? (ROTATE - MULTIPLE ANSWERS POSSIBLE)

Giving away clothes to poor people is common practice in nearly all Member States, but most common in Luxembourg (76%), Germany (73%) and France (71%). It is least common in the Czech Republic (31%); respondents here appear somewhat reluctant to provide help to poor people with a third (34%) indicating that they never do so. Lithuania is the only other country where over one-fifth (21%) never helps poor people.

Donating money to charities is particularly widespread in Malta (78%), whereas this is hardly the case in Romania (11%), Bulgaria (13%) and Lithuania (15%).

QA34 Do you ever help poor people by doing any of the following? (ROTATE – MULTIPLE ANSWERS POSSIBLE)

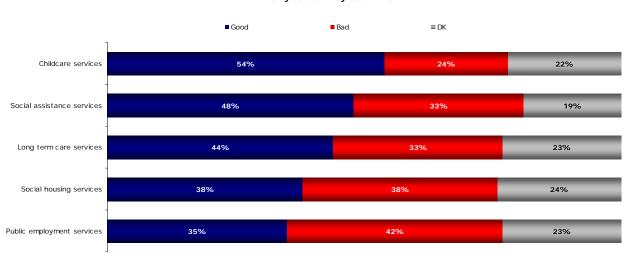
	Giving poor people clothes	Donating money to charities or associations which help poor people	Giving poor people some money	Giving poor people food	Buying papers or other items sold by homeless people	Working as a volunteer in charities or associations which help poor people	No, never helps poor	Helping poor people find and access shelters or other appropriate services/ institutions	Other types of help (SPONTANEOUS)	You are not concerned/ there are no homeless in the area where you live (SPONTANEOUS)	DK
EU27	57%	36%	30%	28%	15%	10%	9%	6%	3%	3%	3%
■ BE	68%	37%	28%	31%	14%	12%	6%	8%	3%	4%	1%
BG	46%	13%	27%	35%	5%	1%	19%	2%	4%	1%	3%
CZ	31%	30%	8%	4%	16%	2%	34%	1%	1%	1%	2%
DK	66%	62%	26%	5%	33%	10%	9%	3%	1%	2%	0%
DE	73%	43%	32%	27%	20%	13%	5%	8%	2%	1%	3%
EE	48%	22%	33%	30%	4%	7%	14%	4%	2%	5%	5%
IE.	41%	66%	29%	12%	15%	11%	5%	4%	2%	3%	5%
EL.	46%	12%	52%	17%	14%	2%	12%	2%	4%	1%	0%
ES	57%	28%	42%	41%	10%	10%	7%	6%	3%	2%	3%
■ FR	71%	33%	32%	39%	10%	15%	9%	5%	1%	1%	1%
IT	51%	31%	28%	29%	11%	15%	6%	9%	5%	5%	4%
₹ CY	57%	61%	37%	21%	14%	10%	5%	7%	3%	3%	2%
LV	43%	23%	41%	31%	4%	2%	13%	3%	2%	3%	2%
LT	36%	15%	41%	37%	3%	2%	21%	2%	2%	1%	2%
LU	76%	64%	36%	29%	18%	20%	2%	8%	-	0%	1%
= HU	50%	23%	32%	22%	19%	8%	13%	4%	2%	4%	1%
* MT	43%	78%	50%	17%	16%	14%	5%	4%	1%	1%	1%
NL	62%	53%	24%	11%	36%	12%	10%	6%	2%	1%	1%
AT	59%	44%	33%	21%	31%	12%	9%	8%	4%	1%	1%
PL	43%	25%	23%	34%	5%	5%	13%	2%	4%	5%	5%
PT	44%	18%	31%	41%	5%	7%	8%	5%	1%	2%	7%
■ RO	41%	11%	32%	47%	8%	5%	9%	6%	4%	9%	5%
SI	43%	25%	39%	22%	13%	6%	10%	5%	9%	7%	1%
SK	45%	27%	22%	17%	30%	6%	19%	4%	1%	0%	0%
+− FI	64%	63%	22%	7%	8%	13%	5%	3%	3%	2%	0%
SE SE	68%	68%	26%	6%	38%	7%	5%	3%	2%	0%	0%
₩ UK	54%	58%	22%	11%	22%	11%	8%	3%	4%	2%	2%
			tage by country ntage by item					ercentage by country percentage by item]	

8. ACCESS TO SOCIAL SERVICES

The final chapter of this report examines the views of Europeans regarding access to social services, with a particular focus on long-term care and childcare.

8.1 Quality and affordability

The survey shows that Europeans have mixed opinions about the quality of social services. They are mostly satisfied with the quality of childcare, rated as good by 54%. Close to half are satisfied with the quality of social assistance services (48%) and long-term care services (44%) but 33% are not happy. Public opinion is divided with regards to the quality of social housing services but respondents are most critical about the quality of employment services, which 42% rate as bad against the 35% who say it is good⁵¹.



QA46 Thinking now about the quality of ... in (OUR COUNTRY), would you say that it is very good, fairly good, fairly bad or very bad? - EU

Greek respondents are most critical of the quality of their social services: around seven in ten believe the quality of service, except for childcare (42%), is bad. The other four countries in the top five for the highest proportion of "bad" responses are:

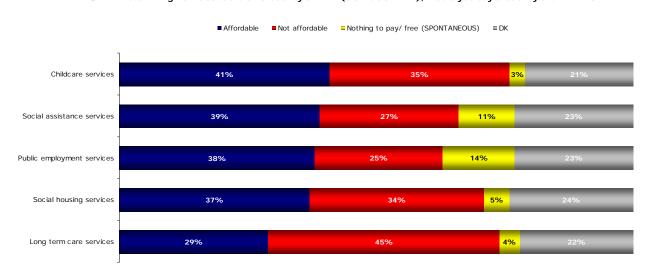
 Slovakia: Close to six out of ten Slovakians (59%) believe the quality of social housing is bad and nearly as many feel this way about both social assistance

⁵¹QA46 Thinking now about the quality of ... in (OUR COUNTRY), would you say that it is very good, fairly good, fairly bad or very bad?

services (57%) and employment services (55%). Close to half (48%) consider the quality of long-term care services as bad.

- Romania: Over half of Romanians voice criticism about the quality of social housing (55%), social assistance (52%) and public employment (51%) services.
- Bulgaria: Around half think the quality of their country's social assistance (55%), long-term care (52%) and public employment (50%) services is bad.
- Italy: In Italy this also applies to two of the services, namely social housing services (55%) and public employment services (50%).

Furthermore, many respondents are of the opinion that social services are expensive, perhaps explaining why (as discussed in chapter 4) poverty is seen to limit access to these services⁵².



QA47 And thinking now about the affordability of \dots in (OUR COUNTRY), would you say that they are \dots ? - EU

With Europe's ageing population, long-term care services are a particular source of concern, with 45% considering them not affordable. Around a third (35%) also feels that childcare is too expensive, while 34% feel the same about social housing services.

Greek, Slovakian, Romanian and Italian respondents are not only among the most critical about the quality of social services; they also voice most concern about its affordability:

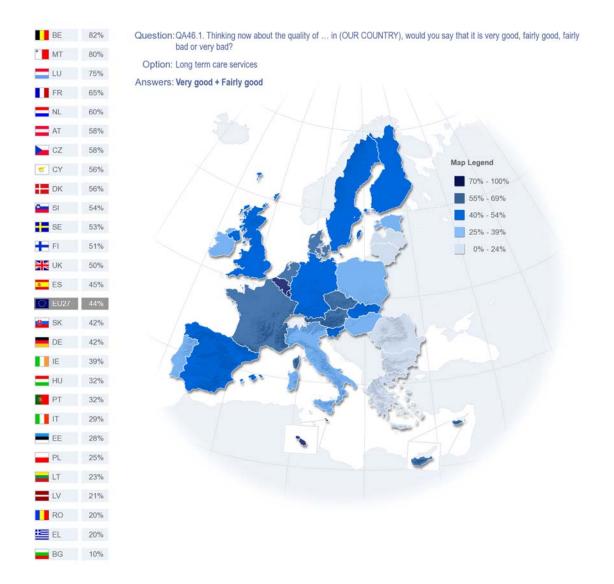
⁵²QA47 And thinking now about the affordability of ... in (OUR COUNTRY), would you say that they are ...?

- Greece: Greece is among the top five countries for respondents stating their inability to afford all of the social services examined. It also tops the list for long-term care services (71% in Greece vs. an EU average of 45%) and childcare services (58% vs. 35% EU average).
- Romania: Romanians far more often than others feel that social housing services (56% vs. and an EU average of 34%), public employment services (52% vs. 25%) and social assistance services (50% vs. 27%) are not affordable.
- Slovakia: Close to two out of three Slovakians (65%) believe social housing is not affordable; 53% feel the same about social assistance services and 46% hold this opinion about public employment services.
- ◆ Latvia: For three of the services included in the survey social assistance (48%), childcare (46%) and public employment (44%) – Latvians rank in the top five countries for the number of people who feel they are not affordable to them.
- Italy: In Italy this applies to three of the services as well, namely social housing (57%), public employment (42%) and social assistance (41%).

8.2 Long-term care

8.2.1: Perceived quality of long-term care

There are very large differences in the perceived quality of long-term care services⁵³, with positive assessments ranging from as low as 10% in Bulgaria to 82% in Belgium.



The large differences in the proportion of positive assessments are partially due to high levels of "don't know" responses in certain countries, which range from six percent in Belgium to 45% in Latvia. However, the view that the quality of long-term services is

⁵³QA46.1 Thinking now about the quality of long-term care services in (OUR COUNTRY), would you say that it is very good, fairly good, fairly bad or very bad?

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bad dominates public opinion in eleven Member States and particularly so in Greece (73%).

The quality assessments made by the different socio-demographic groups shows less variation.

QA46.1 Thinking now about the quality of ... in (OUR COUNTRY), would you say that it is very good, fairly good, fairly bad or very bad?

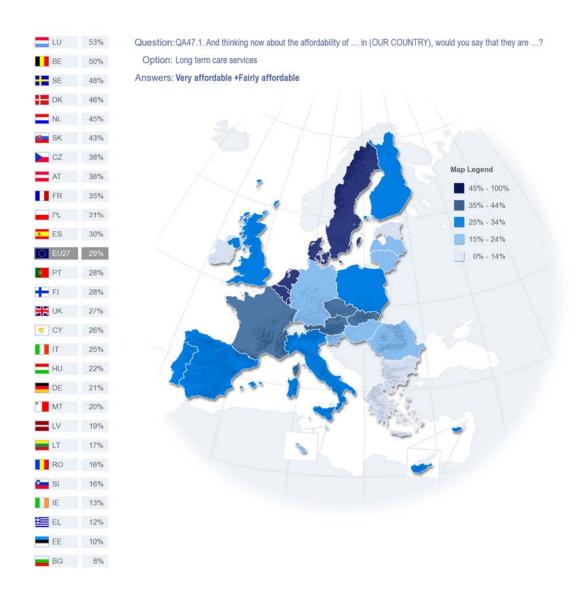
- Long term care services

		Good	Bad	DK
	EU27	44%	33%	23%
	Sex			
M	Male	44%	32%	24%
II II	Female	42%	35%	23%
	Age			
ecel	15-24	43%	28%	29%
11	25-39	41%	35%	24%
	40-54	42%	37%	21%
1	55 +	46%	32%	22%
	Education (End of)			
	15-	43%	31%	26%
	16-19	41%	36%	23%
	20+	47%	33%	20%
	Still studying	41%	29%	30%
	Respondent occupati	on scale		
	Self- employed	39%	38%	23%
	Managers	45%	36%	19%
	Other white collars	42%	40%	18%
	Manual workers	45%	33%	22%
7	House persons	41%	31%	28%
1	Unemployed	39%	31%	30%
$\gamma = \gamma_{0}$	Retired	46%	32%	22%
	Students	41%	29%	30%

8.2.2: Perceived affordability of long-term care

The opinion that long-term care services are affordable ranges from just eight percent in Bulgaria to 53% in Luxembourg⁵⁴.

 54 QA47.1 And thinking now about the affordability of long-term care services in (OUR COUNTRY), would you say that they are ...?



However, in the majority of countries the most prevalent opinion is that long-term care is not affordable. In twelve countries an outright majority hold this view (most common in Greece – 71%) and in ten more countries this is the case for a relative majority. Only in the Benelux countries and in Denmark and Sweden is long-term care considered affordable. "Don't know" responses range from five percent in Slovakia to 42% in Bulgaria.

Variations between socio-demographic groups are especially notable regarding the extent to which long-term care is considered expensive, with opinions ranging from 37% among students to 50% among managers.

QA47.1 And thinking now about the affordability of ... in (OUR COUNTRY), would you say that they are ...?

Long term care services

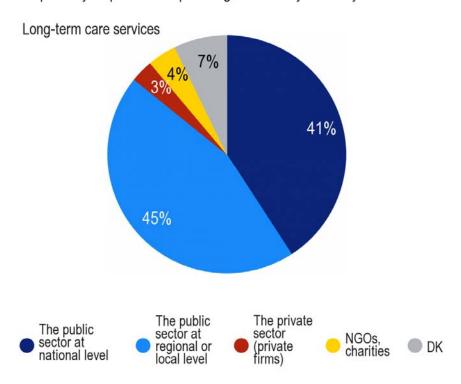
		Affordable	Not affordable	DK
	EU27	29%	45%	22%
	Sex			
ŢŊ Ţ	Male	30%	44%	22%
" 1	Female	27%	46%	23%
	Age			
eeel	15-24	30%	38%	29%
11	25-39	27%	46%	23%
	40-54	28%	49%	19%
	55 +	29%	46%	21%
	Education (End of)			
	15-	26%	47%	23%
	16-19	27%	48%	21%
	20+	33%	44%	19%
	Still studying	29%	37%	31%
	Respondent occupat	ion scale		
	Self- employed	27%	46%	24%
-	Managers	29%	50%	18%
	Other white collars	32%	47%	18%
	Manual workers	29%	45%	21%
7	House persons	25%	47%	23%
V.	Unemployed	24%	45%	26%
Mary 1	Retired	29%	45%	22%
	Students	29%	37%	31%

8.2.3: Who should provide long-term care?

Outside of the family circle, Europeans feel that the responsibility for providing long-term care clearly lies with the public sector, either at national (45%) or regional or local level $(41\%)^{55}$.

 55 QA56.1 When it comes to social services, in your opinion who should be primarily responsible for providing long-term care services outside your family circle?

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QA56.1. When it comes to social services, in your opinion who should be primarily responsible for providing ... outside your family circle?

In all Member States the primary responsibility is seen to lie with the public sector, although opinion is divided as to whether this should be at a regional/local or national level. There are eleven countries where a majority view that responsibility should lie at the regional/local level, with respondents from Denmark (74%), Sweden (69%) and Finland (64%) most enthusiastic, while in thirteen countries a majority fee that responsibility should lie at national level, led by Malta (87%), Cyprus (76%) and Greece (75%). In Latvia, Hungary and Austria, there is an even split between those who feel that responsibility lies with either national or local levels of the public sector. There are no countries where NGOs and charities or the private sector are seen as being primarily responsible for providing long-term care. However, in Austria a sizeable minority (18%) feel that NGOs or charities should be responsible.

QA56.1 When it comes to social services, in your opinion who should be primarily responsible for providing ... outside your family circle?

Long-term care services

	_	The public sector at regional or local level	The public sector at national level	NGOs, charities	The private sector (private firms)	DK
	EU27	45%	41%	4%	3%	7%
	BE	41%	51%	1%	4%	3%
	BG	29%	62%	2%	0%	7%
	CZ	50%	35%	8%	4%	3%
+	DK	74%	20%	0%	3%	3%
	DE	44%	35%	10%	7%	4%
	EE	60%	30%	2%	1%	7%
	IE	34%	38%	0%	4%	24%
#=	EL	24%	75%	0%	0%	1%
套	ES	38%	52%	1%	2%	7%
	FR	39%	51%	2%	2%	6%
	IT	52%	36%	2%	3%	7%
€	CY	18%	76%	2%	2%	2%
	LV	43%	43%	2%	3%	9%
	LT	43%	36%	4%	2%	15%
	LU	20%	65%	4%	3%	8%
	HU	44%	44%	6%	2%	4%
•	MT	7%	87%	1%	3%	2%
	NL	38%	52%	1%	5%	4%
	AT	38%	39%	18%	2%	3%
	PL	55%	28%	6%	2%	9%
(6)	PT	29%	63%	0%	2%	6%
	RO	31%	43%	3%	4%	19%
	SI	52%	39%	2%	3%	4%
	SK	43%	45%	5%	5%	2%
+-	FI	64%	30%	1%	3%	2%
-	SE	69%	27%	0%	2%	2%
20	UK	52%	35%	1%	2%	10%

Highest percentage per country
Highest percentage per item

Lowest percentage per country

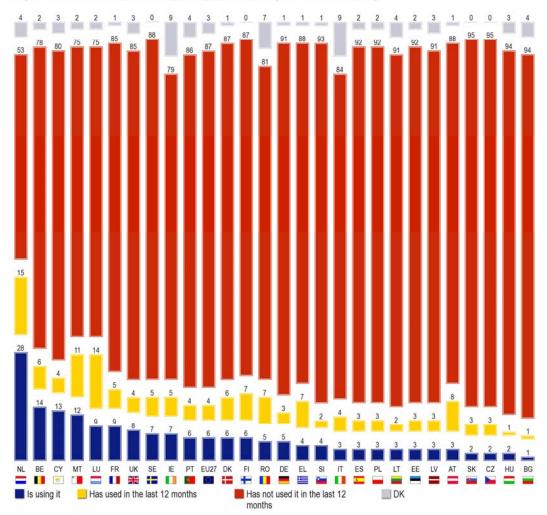
Lowest percentage per item

8.2.4: Use of long-term care services

The reported use of long-term care services is low, even among the elderly. The survey measures whether the respondents or people they are close to are using it or have used it in the last 12 months, with one in ten replying that this was currently the case (6%) or that it has been (4%) in the last 12 months⁵⁶.

QA45.1. Could you please tell me for each of the following social services of general interest if you, or people you are close to, are using it, have used or not used it in the last 12 months?

Long-term care services, that is services for dependent people because of age, chronic illness or disability



Long-term care services are sparsely used throughout the EU, with the exception of the Netherlands, where 28% are (or have someone close to them who is) using it and 15% have (or know someone close to them who has) used it in the last 12 months.

⁵⁶ QA45.1 Could you please tell me for each of the following social services of general interest if you, or people you are close to, are using it, have used or not used it in the last 12 months? Long-term care services, that is services for dependent people because of age, chronic illness or disability.

While Dutch respondents more often believe long-term care services are of good quality (60% vs. an EU average of 44%) and affordable (45% vs. 29%) there are other countries where the use of the service is far less frequent, who give a more positive assessment, and it therefore does not seem plausible that quality and affordability alone explain the high use in the Netherlands. Neither is it the case that Dutch respondents are more willing to pay for the care of their parents⁵⁷, with Dutch respondents on average willing to spend eight percent of their income, compared to the EU average of 18%⁵⁸.

The proportion of Europeans who have neither used long-term care themselves, nor have people close to them who have, is above 80% for all social categories.

8.2.5: Best options for the care of elderly parents

Europeans are mostly inclined to find that the best care solution for an elderly parent living alone and in need of regular help would be that (one of) their offspring pays regular visits to the parents' house (56%). However, the view that public or private service providers should visit the home (53%) is nearly as popular⁵⁹. Around two in five believe the parent could move in with a child (43%) while around a third thinks that moving to a nursing home would be an option (32%).

These results are mostly similar to the 2007 findings with the exception that Europeans now more often view moving to a nursing home as a viable option (+6 points).

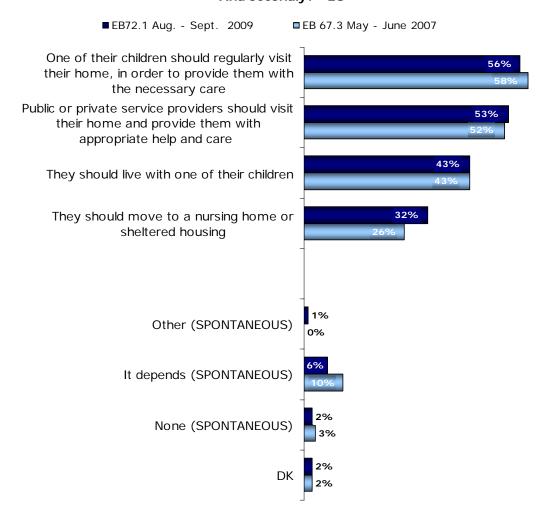
⁵⁷ QA54 In your opinion, approximately what percentage of the total income of one's household is reasonable to pay for the care of one's parents?

⁵⁸ Full results can be found in the Annexes. This question is not further analysed due to a high level of "don't know" responses which range from 15% in Belgium to 54% in Portugal (with an EU average of 34%).

⁵⁹QA48 Imagine an elderly father or mother who lives alone and can no longer manage to live without regular help because of her or his physical or mental health condition? In your opinion, what would be the best option for people in this situation? Firstly? And Secondly? The sum of both answers is described. Full results are presented in the Annexes.

QA48T Imagine an elderly father or mother who lives alone and can no longer manage to live without regular help because of her or his physical or mental health condition? In your opinion, what would be the best option for people in this situation? Firstly ?

And secondly? - EU



Public opinion at national level reflects cultural differences in traditional kinship relationships in Europe. Consequently, in several Southern and Eastern European countries the idea that parents that need care should live with their children is far more popular than in many of the Northern European countries, where the idea that public or private service providers should be hired is particularly popular.

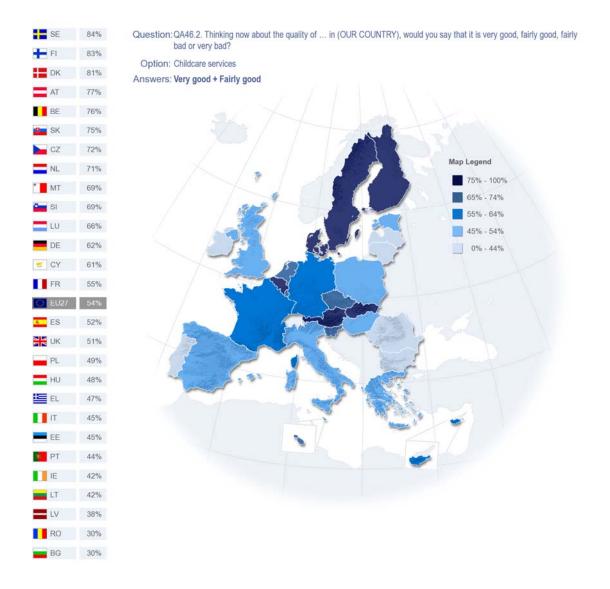
QA48T Imagine an elderly father or mother who lives alone and can no longer manage to live without regular help because of her or his physical or mental health condition? In your opinion, what would be the best option for people in this situation? Firstly? And secondly?

	One of their children should regularly visit their home, in order to provide them with the necessary care	Public or private service providers should visit their home and provide them with appropriate help and care	They should live with one of their children	They should move to a nursing home or sheltered housing	Other (SPONTANEOUS)	It depends (SPONTANEOUS)	None (SPONTANEOUS)	DK
EU27	56%	53%	43%	32%	1%	6%	2%	2%
BE	53%	62%	26%	44%	1%	7%	2%	0%
BG	68%	38%	62%	26%	-	2%	0%	1%
CZ	67%	38%	57%	37%	0%	1%	0%	0%
DK	28%	85%	8%	73%	0%	3%	1%	0%
DE	59%	53%	41%	32%	1%	8%	1%	1%
EE	66%	34%	51%	19%	1%	12%	0%	2%
ΙE	53%	48%	35%	22%	1%	13%	2%	6%
EL	81%	55%	47%	11%	0%	2%	2%	-
ES	47%	35%	64%	34%	1%	7%	2%	3%
FR	46%	70%	28%	43%	0%	3%	3%	1%
IT	53%	58%	44%	25%	1%	9%	4%	2%
CY	71%	68%	35%	21%	2%	0%	0%	1%
LV	63%	34%	60%	20%	1%	13%	1%	1%
LT	70%	26%	68%	24%	1%	3%	1%	2%
LU	46%	57%	36%	47%	1%	3%	0%	1%
HU	72%	33%	57%	27%	0%	4%	3%	0%
MT	42%	50%	38%	54%	1%	7%	1%	0%
NL	51%	82%	9%	47%	1%	5%	1%	1%
AT	56%	59%	33%	34%	1%	9%	1%	1%
PL	73%	26%	68%	15%	0%	6%	3%	2%
PT	49%	54%	55%	29%	0%	4%	0%	2%
RO	58%	36%	68%	23%	1%	3%	0%	3%
SI	36%	47%	42%	60%	3%	5%	3%	1%
SK	68%	42%	59%	31%	0%	1%	0%	-
FI	50%	78%	12%	50%	1%	5%	0%	0%
SE	27%	87%	8%	71%	1%	3%	1%	0%
UK	60%	60%	31%	27%	0%	9%	1%	2%
	Highest percent	age per country			Lowest percent	age per country		
	Highest percer	<u> </u>			Lowest percer]	

8.3 Childcare

8.3.1: Perceived quality of childcare

Quality ratings also differ widely between nations with regards to childcare, although differences are slightly less extreme than for long-term care⁶⁰. Positive assessments range from 30% in Bulgaria and Romania to over 80% in Scandinavia.



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 $^{^{60}}$ QA46.2 Thinking now about the quality of childcare services in (OUR COUNTRY), would you say that it is very good, fairly good, fairly bad or very bad?

In most countries a majority feel that the quality of childcare services is good, with an outright majority in sixteen countries and a relative majority in a further nine countries holding that opinion. Negative assessments are highest in Greece (42%), Romania, and Italy (each 38%) while "don't know" responses dominate in Bulgaria (40%).

In terms of socio-demographic groupings, positive assessments range from 48% of Europeans who completed their full-time education aged 15 or younger to 62% of managers.

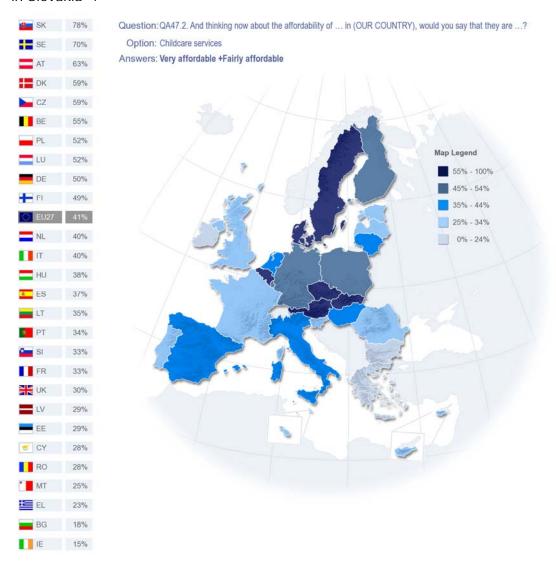
QA46.2 Thinking now about the quality of ... in (OUR COUNTRY), would you say that it is very good, fairly good, fairly bad or very bad?

- Childcare services

		Good	Bad	DK
	EU27	54%	24%	22%
	Sex			
M	Male	54%	23%	23%
11 1	Female	55%	24%	21%
	Age			
eee	15-24	57%	20%	23%
11	25-39	56%	26%	18%
	40-54	56%	26%	18%
	55 +	51%	21%	28%
	Education (End of)			
	15-	48%	23%	29%
	16-19	55%	25%	20%
	20+	59%	24%	17%
	Still studying	57%	19%	24%
	Respondent occupation	on scale		
9-0	Self- employed	51%	28%	21%
-	Managers	62%	25%	13%
	Other white collars	57%	29%	14%
1000	Manual workers	57%	24%	19%
7	House persons	53%	25%	22%
	Unemployed	51%	24%	25%
12-11	Retired	50%	21%	29%
	Students	57%	19%	24%

8.3.2: Perceived affordability of childcare

The opinion that childcare services are affordable ranges from 15% in Ireland to 78% in Slovakia⁶¹.



Even if in most countries the most popular view is that childcare is affordable, opinion is different in Greece (58% consider it expensive) Slovenia and Ireland (each 50%), while "don't know" responses range from two percent in Slovakia to 49% in Bulgaria.

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 $^{^{61}}$ QA47.2 And thinking now about the affordability of childcare services in (OUR COUNTRY), would you say that they are ...?

From a socio-demographic perspective, opinion on the expensiveness of childcare ranges from 28% of students and retired people – who as unlikely users more often lack an opinion – to 40% of white collar workers.

QA47.2 And thinking now about the affordability of ... in (OUR COUNTRY), would you say that they are ...?

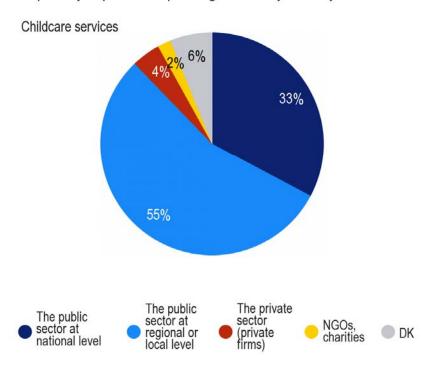
- Childcare services

		Affordable	Not affordable	DK
	EU27	41%	35%	21%
	Sex			
M	Male	42%	33%	22%
11	Female	40%	36%	21%
	Age			
**	15-24	42%	31%	24%
11	25-39	41%	41%	16%
	40-54	44%	37%	16%
	55 +	39%	30%	27%
	Education (End of)			
	15-	35%	33%	28%
	16-19	41%	37%	19%
	20+	46%	36%	16%
	Still studying	42%	28%	26%
	Respondent occupat	tion scale		
	Self- employed	40%	36%	20%
=	Managers	48%	37%	13%
	Other white collars	45%	40%	13%
	Manual workers	42%	37%	18%
7	House persons	37%	39%	20%
	Unemployed	37%	38%	22%
	Retired	39%	28%	29%
	Students	42%	28%	26%

8.3.3: Who should provide childcare?

According to over half of Europeans (55%) the responsibility for providing childcare should – outside of their family – lie with the public sector at regional or local level. A third feels that it is the responsibility of the national public sector 62 .

⁶²QA56.2 When it comes to social services, in your opinion who should be primarily responsible for providing childcare services outside your family circle?



QA56.2. When it comes to social services, in your opinion who should be primarily responsible for providing ... outside your family circle?

A preference for responsibility to rest at regional/local level exists in nineteen Member States and is strongest in the Scandinavian countries, while that view is least popular in Malta, where 78% feel childcare is the responsibility of the national public sector, with seven other countries also having a majority that think the same way. The same disparity in opinion between Northern and Southern countries was noted regarding long-term care services. There is an almost equal split between those who feel that responsibility rests with national (37%) or regional/local (38%) public sector in Romania, and it should be noted that a sizeable minority of Dutch respondents (17%) say that the private sector should be responsible for childcare.

QA56.2 When it comes to social services, in your opinion who should be primarily responsible for providing ... outside your family circle?

Childcare services

	The public sector at regional or local level	The public sector at national level	The private sector (private firms)	NGOs, charities	DK
EU27	55%	33%	4%	2%	6%
■ BE	54%	30%	12%	1%	3%
BG	44%	48%	1%	-	7%
CZ	59%	34%	3%	1%	3%
DK	81%	13%	3%	-	3%
DE	63%	27%	4%	3%	3%
EE	63%	27%	1%	1%	8%
IE	38%	29%	8%	1%	24%
EL.	41%	56%	2%	-	1%
ES	43%	49%	2%	1%	5%
■ FR	62%	26%	5%	1%	6%
IT	58%	31%	3%	2%	6%
₹ CY	26%	70%	1%	-	3%
LV	49%	41%	2%	2%	6%
LT	49%	32%	4%	3%	12%
LU	41%	46%	4%	2%	7%
HU	44%	50%	1%	2%	3%
* MT	14%	78%	2%	3%	3%
NL	46%	31%	17%	-	6%
AT	56%	35%	2%	4%	3%
PL	63%	25%	2%	2%	8%
◎ PT	36%	55%	2%	-	7%
RO	38%	37%	6%	3%	16%
SI	56%	37%	3%	1%	3%
■ SK	48%	44%	5%	2%	1%
┿ FI	76%	19%	3%	-	2%
SE	76%	19%	2%	-	3%
₩ UK	53%	31%	4%	1%	11%

Highest percentage per country
Highest percentage per item

Lowest percentage per country

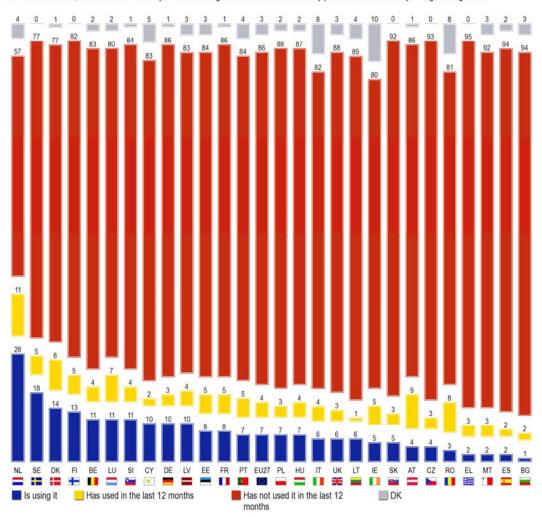
Lowest percentage per item

8.3.4: Use of childcare

The reported use of childcare is also very low, with 86% saying that they have not used it in the last 12 months, nor do they have anyone close to them to whom this would apply⁶³.

QA45.2. Could you please tell me for each of the following social services of general interest if you, or people you are close to, are using it, have used or not used it in the last 12 months?





⁶³ QA45.2 Could you please tell me for each of the following social services of general interest if you, or people you are close to, are using it, have used or not used it in the last 12 months? Child-care services, that is services whereby school age children are looked after by professional staff usually during working hours.

The Netherlands stands out again, with far higher reported use than in any other country: 28% are (or have someone close to them who is) using childcare services and 11% have (or know someone close to them who has) used it in the last 12 months. However, quality and affordability alone again do not explain this higher use, nor are Dutch respondents more willing than the average European to pay for the care of their children⁶⁴.

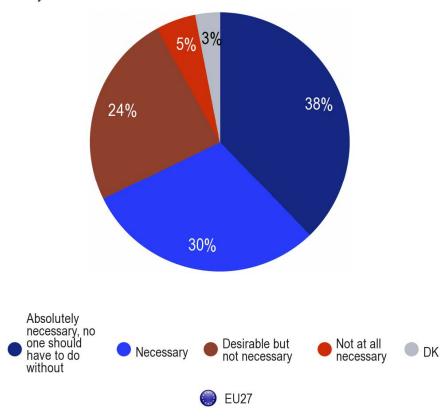
The only socio-demographic groups where more than ten percent report current use of childcare services are those aged 25 to 39 (14%), managers (13%), those who left full-time education aged 20 or over (12%) and employees (11%).

8.3.5: Attitudes to childcare

The survey shows that Europeans place great importance in the right of a pre-school education, with 38% believing that having access to pre-school education is absolutely necessary and a further 30% feeling it necessary. For 24% it is desirable though not necessary and only five percent consider it not at all necessary⁶⁵.

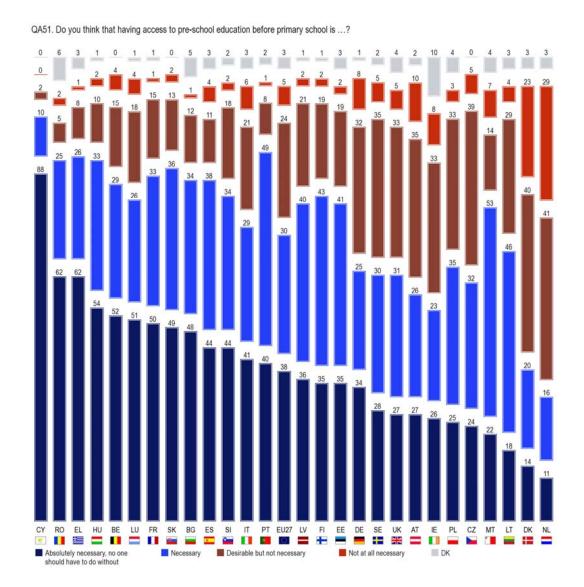
⁶⁴QA55 And approximately what percentage of the total income of one's household do you think is reasonable to pay for the care of one's children? The average for the Netherlands is 18% vs. an EU average of 28%. Full results can be found in the Annexes but the results are not analyses further as 31% of respondents answered "don't know".

⁶⁵ QA51 Do you think that having access to pre-school education before primary school is ...?



QA51. Do you think that having access to pre-school education before primary school is ...?

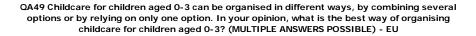
However, not all Europeans think alike on this issue. Cypriots place most importance on access (88%), followed by Romanians and Greeks (each 62%). Conversely, very few Dutch respondents feel it absolutely necessary (11%) or necessary (16%) and 29% consider it not at all necessary. Denmark is another country where most respondents place little importance on pre-school education (63% "desirable but not necessary" or "not at all necessary").

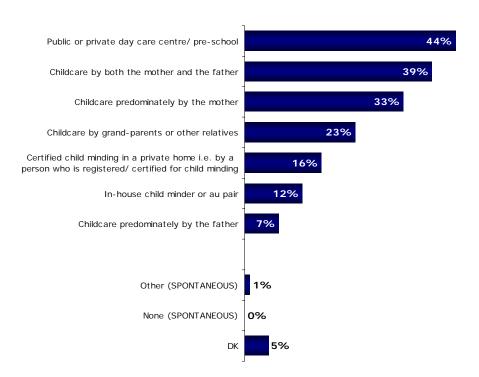


The only noteworthy observation among the different socio-demographic groups examined is those aged 25 to 39 – the age group most likely to have young children – most see access to pre-school education as absolutely necessary (42%). However, even an higher proportion of those who have difficulty making ends meet or paying bills on time consider pre-school absolutely necessary (each 44%).

If on the basis of total figures the most popular childcare option for very young children (up to the age of three) is to send them to day-care centres or pre-schools (44%), there is also a strong preference for parents themselves to look after them: 39% of Europeans say both parents should care for the child and 33% say care should be given predominantly by the mother (only seven percent feel it should be given

predominantly by the father). Furthermore, 23% think that childcare by grandparents or other relatives is the best way of organising childcare for the youngest children, while the use of child-minders or au-pairs, neither in-house (12%) or in private homes (16%)⁶⁶ is less popular.





Day-care centres or pre-school are most popular in Denmark (71%) and Sweden (69%) yet hardly recognised as a way of organising childcare in Lithuania (12%) and Estonia (16%). The preference for having both parents involved ranges from 22% in France to 74% in Malta, while the view that only the mother should do this is particularly popular in a number of Eastern European countries – the Czech Republic (68%), Slovakia (59%), Cyprus (58%), Lithuania (57%) and Hungary (55%) – and

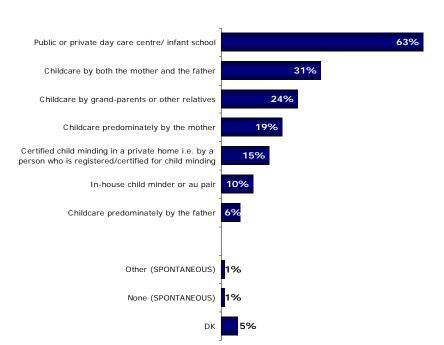
⁶⁶ QA49 Childcare for children aged 0-3 can be organised in different ways, by combining several options or by relying on only one option. In your opinion, what is the best way of organising childcare for children aged 0-3? (MULTIPLE ANSWERS POSSIBLE)

least liked in Sweden (12%), Denmark (16%) and the Netherlands (18%). Meanwhile, childminding in a private home is a very popular option in Denmark (60% vs. next highest level of 39% for France).

QA49 Childcare for children aged 0-3 can be organised in different ways, by combining several options or by relying on only one option. In your opinion, what is the best way of organising childcare for children aged 0-3? (MULTIPLE ANSWERS POSSIBLE)

		Public or private day care centre/ pre-school	In-house child minder or au pair	minding in a private home i.e. by a person who is registered/ certified for child minding	Childcare predominately by the mother	Childcare predominatel y by the father	Childcare by both the mother and the father	Childcare by grand- parents or other relatives	Other (SPONTANEOUS)	None (SPONTANEOUS)	DI
1	EU27	44%	12%	16%	33%	7%	39%	23%	1%	0%	5%
	BF	53%	14%	31%	25%	9%	32%	35%	1%	1%	3%
	BG	54%	13%	7%	49%	4%	42%	27%	0%	0%	39
	CZ	24%	8%	8%	68%	8%	37%	20%	0%	0%	19
	DK	71%	18%	60%	16%	3%	28%	10%	0%	0%	39
	DE	34%	9%	12%	38%	7%	49%	20%	0%	0%	39
	EE	16%	6%	5%	42%	8%	60%	23%	0%	0%	59
	IE	37%	14%	25%	46%	20%	27%	26%	1%	0%	15
	EL	55%	13%	11%	44%	5%	40%	34%	0%	0%	19
	ES	57%	7%	11%	22%	11%	53%	26%	1%	0%	49
	FR	59%	15%	39%	21%	5%	22%	18%	1%	1%	59
	IT	51%	15%	12%	35%	5%	25%	24%	1%	1%	49
	CY	60%	10%	15%	58%	16%	48%	52%	1%	0%	29
	LV	23%	6%	4%	37%	3%	49%	16%	0%	0%	49
	LT	12%	8%	2%	57%	14%	39%	13%	0%	0%	79
	LU	47%	11%	16%	47%	20%	46%	46%	0%	0%	29
	HU	22%	7%	4%	55%	3%	42%	20%	0%	1%	29
	MT	44%	4%	11%	34%	10%	74%	29%	0%	0%	49
	NL	47%	18%	21%	18%	7%	52%	34%	1%	0%	49
	AT	28%	12%	17%	53%	12%	48%	32%	0%	0%	29
	PL	46%	14%	5%	37%	7%	37%	22%	1%	0%	59
	PT	52%	9%	8%	26%	3%	24%	17%	0%	0%	29
	RO	47%	18%	15%	35%	5%	44%	26%	1%	0%	59
	SI	56%	6%	8%	30%	12%	38%	35%	0%	0%	19
	SK	29%	13%	9%	59%	9%	40%	23%	0%	0%	09
	FI	32%	3%	30%	37%	9%	55%	13%	1%	0%	19
	SE	67%	16%	16%	12%	4%	56%	15%	0%	0%	39
2	UK	30%	7%	14%	27%	8%	40%	20%	1%	1%	13

However, for slightly older children (aged three to six), private day-care centres or schools are a far more popular option (63%)⁶⁷.



QA50 In your opinion, what is the best way of organising childcare for pre-school children aged 3-6? (MULTIPLE ANSWERS POSSIBLE) - EU

The most likely reason for the much broader preference for day-care centres or schools among these older children is that this is the age at which they are already going to school, and it is the most frequently selected option in all countries except Malta, where 70% voice a preference for childcare by both parents.

⁶⁷ QA50 Childcare for children aged 3-6 can be organised in different ways, by combining several options or by relying on only one option. In your opinion, what is the best way of organising childcare for pre-school children aged 3-6? (MULTIPLE ANSWERS POSSIBLE)

QA50 Childcare for children aged 3-6 can be organised in different ways, by combining several options or by relying on only one option. In your opinion, what is the best way of organising childcare for pre-school children aged 3-6? (MULTIPLE ANSWERS POSSI

	Public or private day care centre/infant school	In-house child minder or au pair	Certified child minding in a private home i.e. by a person who is registered/certifie d for child minding	Childcare predominately by the mother	Childcare predominately by the father	Childcare by both the mother and the father	Childcare by grand-parents or other relatives	Other (SPONTANEOUS)	None (SPONTANEOUS)	DK
E U27	63%	10%	15%	19%	6%	31%	24%	1%	1%	5%
■ BE	54%	12%	25%	20%	9%	31%	39%	2%	1%	3%
B G	84%	11%	10%	23%	2%	36%	32%	0%	0%	3%
CZ	75%	11%	12%	28%	5%	35%	22%	0%	0%	1%
DK	87%	15%	41%	9%	2%	15%	8%	0%	0%	3%
DE	77%	5%	11%	22%	6%	34%	19%	0%	0%	2%
EE EE	68%	6%	8%	12%	4%	37%	22%	0%	0%	5%
IE	46%	13%	23%	39%	20%	27%	25%	2%	0%	15%
EL	79%	13%	12%	33%	4%	41%	41%	0%	0%	1%
ES	69%	8%	10%	13%	10%	43%	28%	0%	0%	5%
FR	35%	17%	31%	14%	5%	20%	25%	5%	2%	8%
ΙΤ	65%	12%	11%	20%	5%	18%	24%	0%	2%	4%
CY	89%	7%	14%	38%	15%	33%	36%	1%	0%	1%
LV	76%	6%	5%	12%	2%	29%	15%	0%	1%	3%
LT	68%	8%	5%	19%	7%	26%	17%	0%	0%	7%
LU	62%	12%	16%	37%	18%	44%	46%	1%	0%	2%
HU	72%	5%	6%	19%	3%	31%	16%	0%	0%	3%
MT	56%	3%	9%	27%	9%	70%	29%	1%	0%	3%
NL	55%	15%	22%	14%	7%	50%	35%	1%	1%	5%
AT	65%	16%	25%	37%	13%	41%	43%	0%	0%	2%
P L	72%	10%	4%	18%	4%	30%	23%	0%	1%	6%
PT	77%	11%	8%	11%	3%	12%	16%	0%	1%	2%
RO	72%	13%	16%	20%	5%	41%	30%	2%	0%	4%
■ SI	92%	6%	10%	8%	7%	19%	30%	0%	0%	1%
SK	74%	13%	12%	27%	8%	31%	28%	0%	0%	0%
FI FI	76%	4%	34%	14%	4%	25%	8%	1%	0%	1%
SE	87%	13%	16%	5%	2%	32%	14%	0%	0%	3%
₹ UK	42%	5%	13%	20%	7%	33%	19%	1%	1%	139
	Highest percentag			Lowest percenta Lowest percen	<u> </u>]				

For both age groups, some interesting observations are revealed from the sociodemographic groups:

- **Gender**: The view that fathers or both parents should be predominantly responsible is equally popular among men and women, but women more often than men feel that mothers should be responsible for the youngest children (34% vs. 31%).
- Education: Those who stayed in full-time education the longest more often prefer day-care, and this applies both for children aged 0-3 (50% vs. an EU average of 44%) and children aged 3-6 (66% vs. 63%)
- Financial position of the household: Europeans who live in a rich household the longest somewhat more often prefer day-care than those who live in a poor household. This applies both for children aged 0-3 (49% vs. 41%) and children aged 3-6 (68% vs. 64%)

CONCLUSION

The picture that emerges from the survey is that EU citizens are strongly aware of the extent of poverty and social exclusion in today's society, and it is a problem that they feel needs urgent action. The survey also contributes to a better understanding of the vulnerability of the poor and socially excluded and clearly demonstrates some of the consequences.

Public perceptions of poverty and social exclusion

People's perception of what it means to be poor is most frequently seen as having resources that are so limited that people cannot participate fully in society, not being able to afford the basic goods one needs to live, or having to depend on charity or public subsidies.

Nearly three in four Europeans feel that poverty in their country is widespread, even if opinions vary strongly between Member States, and over 80% of Europeans report that poverty has increased in their country in the last three years. This finding needs to be understood in the context of the current economic crisis, the full impact of which is still to be felt.

In terms of estimates, a fifth believe that one person in three is poor, just over a quarter believe that one person in five is poor, just over a fifth believe that one person in ten is poor, and just over a fifth believe that one person out of twenty or less is poor.

In many countries, poverty is felt to be linked to the high cost of housing, with two out of three Europeans considering decent housing in their area to be too expensive. Despite this, four out of ten Europeans believe homelessness does not exist at all where they live and only three percent feel that many people in their area are homeless. Yet, close to three-quarters believe that homelessness has increased in their country in the last three years, although only three out of ten feel it has increased in their local area. A similar split between perceptions of the situation nationally and the respondents' immediate area was also noted for the development of poverty over the last three years.

Unemployment, and wages and salaries which are not high enough to cope with the cost of living are the most widely perceived 'societal' explanations for poverty. The most commonly cited personal factors that lead to poverty are a lack of education, training or skills, 'inherited' poverty and addiction. More generally, around a third identifies the implementation of wrong or badly suited policies, insufficient economic growth and the pursuit of profit as the main factors.

Close to nine out of ten believe that poverty hampers people's chances of gaining access to decent housing, eight out of ten feel that being poor limits access to higher education or adult learning, and close to three quarters believe that it damages their chances of finding a job. The majority also believes that access to a decent basic school education is affected, as is the ability to maintain a network of friends and acquaintances. It's clear that Europeans understand the implications for those who grow up and live in poverty.

The risk of poverty and social exclusion

The survey confirms how vulnerable the unemployed are perceived: just over half of Europeans believe that the unemployed are most at risk of poverty, while four out of ten believe that the elderly are most vulnerable, and three out of ten see those with a low level of education, training or skills as most at risk. Other social categories considered most vulnerable are those in uncertain situations regarding employment, people with disabilities, and those suffering from some form of long-term illness.

According to a number of 'risk assessment checks' – such as feeling at risk of being over-indebted, of losing one's job, of falling behind on payments and of becoming homeless – it appears that most Europeans are confident regarding their own personal situation. Furthermore, the majority do not report difficulties in gaining access to financial services, are optimistic about their future and do not feel left out of society.

The experiences of the poor and socially excluded

Once people become poor, it can be very difficult for them to escape poverty and exclusion. The survey reveals that one in five Europeans describe their household as poor, while among the unemployed this level is twice as high. Twelve percent of households have difficulties making ends meet (31% when the respondent is unemployed), and one household in twenty has serious financial difficulties (15% when the respondent is unemployed). Furthermore, the survey shows that a third cannot

afford a week's holiday away from home every year while a tenth cannot afford to have a meal with meat, chicken or fish every other day. Within the European Union, reported poverty still differs strongly between EU15 and NMS12 Member States.

The survey shows that of those who have a hard time making ends meet 86% cannot afford a one-week holiday away from home, 65% find it difficult to get a mortgage, 60% feel at risk of falling behind on their utility bills, 43% (of those in work) are not confident about keeping their job, 31% cannot afford to keep their home adequately warm, and 19% feel at risk of becoming homeless.

These statistics have far-reaching consequences. Poor Europeans are far less satisfied with their lives and their standard of living and they also tend to feel less satisfied about their health and family lives. Poverty also influences people's outlook on life, and if three out of five EU citizens are optimistic about the future overall, it's only the case for around two out of five respondents with financial difficulties, and the financially vulnerable are twice more likely than the overall EU average to feel left out of society.

The need for action to fight poverty and social exclusion

There is broad consensus that poverty is a national problem that requires urgent government action, and Europeans far more often believe the primary responsibility for reducing or preventing poverty lies with government than with any other actor.

The survey shows that Europeans most widely trust the actions of NGOs and charities to fight poverty, followed by the actions of citizens themselves, religious institutions and regional or local authorities. Despite wanting urgent involvement from governments, little more than a third trust their actions in combating poverty, which is only slightly more than the proportion that trusts the actions of private companies. The European Union scores better than national governments in this regard and nearly three-quarters believe that the European Union has an important role in combating poverty.

Europeans want governments to offer work opportunities and ensure economic growth to help people out of poverty, and there is a preference for the 'social' rather than 'liberal' approach to solving social and economic problems: at least six out of ten are of the view that a higher level of health care, education and social spending must be guaranteed even if it means that taxes might increase, that a minimum reasonable

wage should be guaranteed in their country, even if this would lead to fewer jobs available and that education should be totally free, even if this means that the quality might be lower. Furthermore, over half feel that their government should take more responsibility to ensure that everyone is provided for and that it is primarily up to their governments to provide jobs for the unemployed. However, the survey reveals a cynical view of national public policies and programmes aimed at improving the conditions of poor people, with close to two-thirds believing they have no impact and an equal proportion think their government is not spending enough to help people out of poverty.

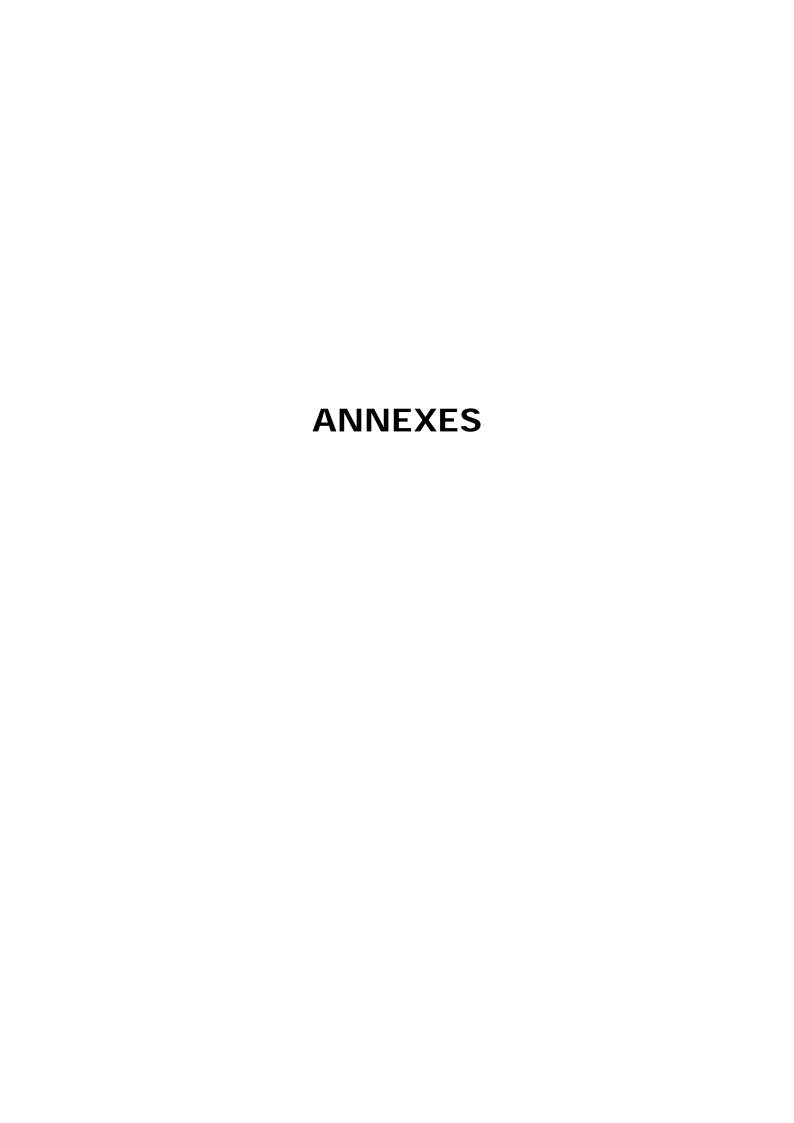
There are many things that Europeans say they do themselves to help the poor, with over half saying they have given away clothes and around a third has donated money to charities or associations which help poor people and given poor people some money or food.

Access to services

The survey has also examined how Europeans rate various (social) services and how they think about access to these services. They are most often satisfied with the quality of childcare services and fairly satisfied with the quality of social assistance services and long-term care services, while they are most critical about the quality of employment services, which more often are rated as bad than good.

Many are of the opinion that social services are expensive, perhaps explaining why poverty is seen to limit access to these services, and with an ageing population, long-term care services are a particular source of concern, with close to half non thinking them affordable. Around a third also feel that childcare and social housing services are too expensive.

The survey also shows that Europeans believe in fair but strictly regulated access to financial services for poor people.









SPECIAL EUROBAROMETER 321 "Poverty and Exclusion - Quality of Life" TECHNICAL SPECIFICATIONS

Between the 28th of August and the 17th of September 2009, TNS Opinion & Social, a consortium created between Taylor Nelson Sofres and EOS Gallup Europe, carried out wave 72.1 of the EUROBAROMETER, on request of the EUROPEAN COMMISSION, Directorate-General for Communication, "Research and Political Analysis".

The special EUROBAROMETER 321 covers the population of the respective nationalities of the European Union Member States, resident in each of the Member States and aged 15 years and over. The basic sample design applied in all states is a multi-stage, random (probability) one. In each country, a number of sampling points was drawn with probability proportional to population size (for a total coverage of the country) and to population density.

In order to do so, the sampling points were drawn systematically from each of the "administrative regional units", after stratification by individual unit and type of area. They thus represent the whole territory of the countries surveyed according to the EUROSTAT NUTS II (or equivalent) and according to the distribution of the resident population of the respective nationalities in terms of metropolitan, urban and rural areas. In each of the selected sampling points, a starting address was drawn, at random. Further addresses (every Nth address) were selected by standard "random route" procedures, from the initial address. In each household, the respondent was drawn, at random (following the "closest birthday rule"). All interviews were conducted face-to-face in people's homes and in the appropriate national language. As far as the data capture is concerned, CAPI (Computer Assisted Personal Interview) was used in those countries where this technique was available.





ABBREVIATIONS	COUNTRIES	INSTITUTES	N° INTERVIEWS	FIELD DA	WORK TES	POPULATION 15+
BE	Belgium	TNS Dimarso	1.005	28/08/2009	15/09/2009	8.786.805
BG	Bulgaria	TNS BBSS	1.015	28/08/2009	06/09/2009	6.647.375
CZ	Czech Rep.	TNS Aisa	1.007	28/08/2009	10/09/2009	8.987.535
DK	Denmark	TNS Gallup DK	1.020	28/08/2009	13/09/2009	4.432.931
DE	Germany	TNS Infratest	1.521	28/08/2009	15/09/2009	64.546.096
EE	Estonia	Emor	1.000	28/08/2009	13/09/2009	887.094
IE	Ireland	TNS MRBI	1.001	28/08/2009	13/09/2009	3.375.399
EL	Greece	TNS ICAP	1.000	28/08/2009	13/09/2009	8.691.304
ES	Spain	TNS Demoscopia	1.026	01/09/2009	14/09/2009	38.536.844
FR	France	TNS Sofres	1.027	28/08/2009	14/09/2009	46.425.653
IT	Italy	TNS Infratest	1.039	31/08/2009	14/09/2009	48.892.559
CY	Rep. of Cyprus	Synovate	508	28/08/2009	13/09/2009	638.900
LV	Latvia	TNS Latvia	1.011	28/08/2009	14/09/2009	1.444.884
LT	Lithuania	TNS Gallup Lithuania	1.023	29/08/2009	13/09/2009	2.846.756
LU	Luxembourg	TNS ILReS	500	28/08/2009	16/09/2009	388.914
HU	Hungary	TNS Hungary	1.000	28/08/2009	13/09/2009	8.320.614
MT	Malta	MISCO	500	28/08/2009	12/09/2009	335.476
NL	Netherlands	TNS NIPO	996	28/08/2009	15/09/2009	13.017.690
AT	Austria	Österreichisches Gallup-Institut	1.007	28/08/2009	09/09/2009	7.004.205
PL	Poland	TNS OBOP	1.000	29/08/2009	14/09/2009	32.155.805
PT	Portugal	TNS EUROTESTE	1.051	01/09/2009	14/09/2009	8.080.915
RO	Romania	TNS CSOP	1.013	28/08/2009	13/09/2009	18.246.731
SI	Slovenia	RM PLUS	1.025	28/08/2009	14/09/2009	1.729.298
SK	Slovakia	TNS AISA SK	1.050	29/08/2009	13/09/2009	4.316.438
FI	Finland	TNS Gallup Oy	1.008	29/08/2009	17/09/2009	4.353.495
SE	Sweden	TNS GALLUP	1.007	29/08/2009	16/09/2009	7.562.263
UK	United Kingdom	TNS UK	1.331	28/08/2009	15/09/2009	50.519.877
TOTAL			26.719	28/08/2009	17/09/2009	401.171.856





For each country a comparison between the sample and the universe was carried out. The Universe description was derived from Eurostat population data or from national statistics offices. For all countries surveyed, a national weighting procedure, using marginal and intercellular weighting, was carried out based on this Universe description. In all countries, gender, age, region and size of locality were introduced in the iteration procedure. For international weighting (i.e. EU averages), TNS Opinion & Social applies the official population figures as provided by EUROSTAT or national statistic offices. The total population figures for input in this post-weighting procedure are listed above.

Readers are reminded that survey results are <u>estimations</u>, the accuracy of which, everything being equal, rests upon the sample size and upon the observed percentage. With samples of about 1,000 interviews, the real percentages vary within the following confidence limits:

Observed percentages	10% or 90%	20% or 80%	30% or 70%	40% or 60%	50%
Confidence limits	± 1.9 points	± 2.5 points	± 2.7 points	± 3.0 points	± 3.1 points



	IF OTHER or DK THEN CLOSE INTERVIEW		SI AUTRE ou NSP ALORS FIN D'INTERVIEW
	ASK D15b IF "NOT DOING ANY PAID WORK CURRENTLY", CODES 1 to 4 in D15a		POSER D15b SI "PAS D'ACTIVITE ACTUELLE", CODES 1 à 4 en D15a
D15a	What is your current occupation?	D15a	Quelle est votre profession actuelle ?
D15b	Did you do any paid work in the past? What was your last occupation?	D15b	Exerciez-vous une activité professionnelle rémunérée auparavant ? Laquelle en dernier lieu ?

	D15a	D15b
	CURRENT	LAST
	OCCUPATION	OCCUPATION
NON-ACTIVE		
Responsible for ordinary shopping and looking after the	1	
home, or without any current occupation, not working		
Student	2	
Unemployed or temporarily not working	3	
Retired or unable to work through illness	4	
SELF EMPLOYED		
Farmer	5	5
Fisherman	6	6
Professional (lawyer, medical practitioner, accountant,	7	7
architect, etc.)		
Owner of a shop, craftsmen, other self-employed person	8	8
Business proprietors, owner (full or partner) of a company	9	9
EMPLOYED		
Employed professional (employed doctor, lawyer,	10	10
accountant, architect)		
General management, director or top management	11	11
(managing directors, director general, other director)		
Middle management, other management (department	12	12
head, junior manager, teacher, technician)		
Employed position, working mainly at a desk	13	13
Employed position, not at a desk but travelling (salesmen,	14	14
driver, etc.)		
Employed position, not at a desk, but in a service job	15	15
(hospital, restaurant, police, fireman, etc.)		
Our and date	40	40
Supervisor	16	16
Skilled manual worker	17	17
Other (unskilled) manual worker, servant	18	18
Nover did any paid work		19
Never did any paid work		19

	D15a	D15b
	PROFESSION	PROFESSION
	ACTUELLE	PRECEDENTE
INACTIFS	, TO TOLLLE	TRECEDENTE
En charge des achats courants et des tâches ménagères	1	
ou sans aucune activité professionnelle	·	
ou same adount douving professioning		
Etudiants	2	
Au chômage\ temporairement sans emploi	3	
A la retraite ou en congé de maladie prolongé	4	
INDEPENDANTS		
Agriculteur exploitant	5	5
Pêcheur	6	6
Profession libérale (avocat, médecin, expert comptable,	7	7
architecte, etc.)		
Commerçant ou propriétaire d'un magasin, artisan ou	8	8
autre travailleur indépendant		
Industriel, propriétaire (en tout ou en partie) d'une	9	9
entreprise		
SALARIES		•
Profession libérale salariée (docteur, avocat, comptable,	10	10
architecte, etc.)		
Cadre supérieur\ dirigeant (PDG\DG, Directeur, etc.)	11	11
Cadre moyen	12	12
Employé travaillant la plupart du temps dans un bureau	13	13
Employé ne travaillant pas dans un bureau mais	14	14
voyageant (vendeur, chauffeur, représentant, etc.)		
Employé ne travaillant pas dans un bureau mais ayant	15	15
une fonction de service (hôpital, restaurant, police,		
pompiers, etc.)		
Contremaître, agent de maîtrise	16	16
Ouvrier qualifié	17	17
Autre ouvrier (non qualifié), personnel de maison	18	18
N'a jamais exercé d'activité professionnelle rémunérée		19

	EB71.3 D15a D15b		EB71.3 D15a D15b
	INTERVIEWER: Now, we will talk about poverty, the image you have of it, and what it means to be poor or excluded from our society.		ENQUETEUR: Parlons maintenant de pauvreté, de l'image que vous en avez et de ce que cela signifie d'être pauvre ou exclu notre société.
QA1	All things considered, how satisfied would you say you are with your life these days? Please use a scale from 1 to 10 where [1] means 'very dissatisfied' and [10] means 'very satisfied'.	QA1	Tout bien considéré, dites-moi dans quelle mesure vous êtes satisfait(e) de votre vie actuellement ? Merci de me donner une note sur une échelle de 1 à 10, où [1] signifie que 'vous n'êtes pas satisfait(e) du tout' et [10] que 'vous êtes totalement satisfait(e)'.
	(SHOW CARD WITH SCALE - ONE ANSWER ONLY)		(MONTRER CARTE AVEC ECHELLE - UNE SEULE REPONSE)
	1 2 3 4 5 6 7 8 9 10 Very diss atisfied d 1 2 3 4 5 6 7 8 9 10		1 2 3 4 5 6 7 8 9 10 Total eme tout satis fait 1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 10
	DK 11		NSP 11
	(DF) EQLS Q29		(DF) EQLS Q29
	ASK QA2 ITEM 3 IF RESPONDENT HAS PAID WORK CODES 5-18 IN D15A		POSER QA2 ITEM 3 SI LE REPONDANT TRAVAILLE ACTUELLEMENT CODES 5-18 EN
			D15A
A2	Could you please tell me on a scale of 1 to 10 how satisfied you are with each of the following items, where '1' means you are "very dissatisfied" and '10' means you are "very satisfied"? (M)	QA2	Pouvez-vous me dire dans quelle mesure êtes-vous satisfait(e) ou non de chacun des éléments suivants ? Merci d'utiliser une échelle de 1 à 10 où '1' signifie que vous n'êtes « pas du tout satisfait(e) » et '10' que vous êtes « tout à fait satisfait(e) ». (M)
	(SHOW CARD WITH SCALE - ONE ANSWER PER LINE)		(MONTRER CARTE AVEC ECHELLE - UNE REPONSE PAR LIGNE)
	(READ OUT)		(LIRE)
	1 Your family life		1 Votre vie de famille 1 2 3 4 5 6 7 8 9 10 11
	2 Your health 1 2 3 4 5 6 7 8 9 10 11		2 Votre santé 1 2 3 4 5 6 7 8 9 10 11
	3 Your job 1 2 3 4 5 6 7 8 9 10 11 4 Your present standard 1 2 3 4 5 6 7 8 9 10 11 of living		3 Votre travail 1 2 3 4 5 6 7 8 9 10 11 4 Votre niveau de vie 1 2 3 4 5 6 7 8 9 10 11 actuel
	(DF) EQLS Q40 TREND MODIFIED (ORDER OF ITEMS CHANGED)		(DF) EQLS Q40 TREND MODIFIED (ORDER OF ITEMS CHANGED)

A3	There are different ways of defining when people are poor in (OUR COUNTR following statements would best corresponds to your definition of being poor? poor when		QA3	Il y a différentes manières de définir une personne pauvre en (NOTRE PAYS) propositions suivantes, laquelle correspond le mieux à votre définition du fait d'Une personne est pauvre quand	
	(SHOW CARD – READ OUT – ROTATE – ONE ANSWER ONLY)			(MONTRER CARTE – LIRE – ROTATION – UNE SEULE REPONSE)	
	Their resources are so limited that they cannot participate fully in the life of the society they live in They have less than (INSERT POVERTY THRESHOLD IN EACH COUNTRY) per month to live on They have a very low social status in our society, independently from their resources They depend on charity or public subsidies They cannot afford the basic goods they need to live (food, shelter, clothes, etc.) (SPONTANEOUS) Other (SPONTANEOUS) It is impossible to define poverty just by one statement (SPONTANEOUS)	1 2 3 4 5 6		Ses ressources sont tellement limitées qu'elle ne peut pas participer pleinement à la vie de la société dans laquelle elle vit Elle a moins de (INSERER LE SEUIL DE PAUVRETE DANS CHAQUE PAYS) par mois pour vivre Elle a un statut social très bas dans notre société, indépendamment de ses ressources Elle dépend de la charité et des aides publiques Elle ne peut se payer les biens de base dont elle a besoin pour vivre (nourriture, logement, vêtements, etc.) (SPONTANE) Autre (SPONTANE) Il est impossible de définir la pauvreté en une seule phrase (SPONTANE)	1 2 3 4 5 6 7 8
	NEW			NEW	
۸4	And would you say that poverty in (OUR COUNTRY) is? (READ OUT – ONE ANSWER ONLY)		QA4	Et diriez-vous que la pauvreté en (NOTRE PAYS) est ? (LIRE – UNE SEULE REPONSE)	
	Very widespread Fairly widespread Not very widespread Not at all widespread DK	1 2 3 4 5		Très répandue Plutôt répandue Pas très répandue Pas du tout répandue NSP	1 2 3 4 5

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In your opinion, in (OUR COUNTRY), what proportion of the total population	is poor?	QA5	A votre avis, quelle proportion de la population est pauvre en (NOTRE PAYS) ?	
(SHOW CARD – READ OUT – ONE ANSWER ONLY)]	(MONTRER CARTE – LIRE – UNE SEULE REPONSE)	
1 person out of 3 or more (around 30% or more) 1 person out of 5 (around 20%)	1 2		1 personne sur 3 ou plus (environ 30% ou plus) 1 personne sur 5 (environ 20%) 2	
1 person out of 10 (around 10%)	3		1 personne sur 10 (environ10%)	
1 person out of 20 (around 5%)	4		1 personne sur 20 (environ 5%)	
Less than 5%	5		Moins de 5% 5	
DK	6		NSP 6	
NEW]	NEW	
In the area where you live, please tell me if there are people who live in pove say there are many people, some people, a few people or none who live in p		QA6	Pourriez-vous me dire si des personnes vivent dans la pauvreté là où vous habitez ? I vous qu'il y a beaucoup de personnes, quelques personnes, peu de personnes ou per	
In the area where you live, please tell me if there are people who live in pove		QA6	Pourriez-vous me dire si des personnes vivent dans la pauvreté là où vous habitez ? [
In the area where you live, please tell me if there are people who live in pove say there are many people, some people, a few people or none who live in p] QA6	Pourriez-vous me dire si des personnes vivent dans la pauvreté là où vous habitez ? I vous qu'il y a beaucoup de personnes, quelques personnes, peu de personnes ou per qui vit dans la pauvreté ?	
In the area where you live, please tell me if there are people who live in pove say there are many people, some people, a few people or none who live in pove (SHOW CARD – ONE ANSWER ONLY) Many people Some people		QA6	Pourriez-vous me dire si des personnes vivent dans la pauvreté là où vous habitez ? I vous qu'il y a beaucoup de personnes, quelques personnes, peu de personnes ou per qui vit dans la pauvreté ? (MONTRER CARTE – UNE SEULE REPONSE) Beaucoup de personnes 1 Quelques personnes	
In the area where you live, please tell me if there are people who live in pove say there are many people, some people, a few people or none who live in pove (SHOW CARD – ONE ANSWER ONLY) Many people Some people A few people		QA6	Pourriez-vous me dire si des personnes vivent dans la pauvreté là où vous habitez ? I vous qu'il y a beaucoup de personnes, quelques personnes, peu de personnes ou per qui vit dans la pauvreté ? (MONTRER CARTE – UNE SEULE REPONSE) Beaucoup de personnes 1 Quelques personnes 2 Peu de personnes 3	
In the area where you live, please tell me if there are people who live in pove say there are many people, some people, a few people or none who live in pove (SHOW CARD – ONE ANSWER ONLY) Many people Some people		QA6	Pourriez-vous me dire si des personnes vivent dans la pauvreté là où vous habitez ? I vous qu'il y a beaucoup de personnes, quelques personnes, peu de personnes ou per qui vit dans la pauvreté ? (MONTRER CARTE – UNE SEULE REPONSE) Beaucoup de personnes 1 Quelques personnes	

A7	Generally speaking, would you say that poverty has strongly increased, somewhat increased, somewhat decreased or strongly decreased in the last three years in								En général, diriez-vous que la pauvreté a fortement augmenté, plutôt augmenté, plutôt diminué ou fortement diminué au cours des trois dernières années ?							
	(SHOW CARD WITH SCALE – ONE ANSWER PER LINE)								(MONTRER CARTE AVEC ECHELLE – UNE REPONSE PAR LIGNE)							
	(READ OUT – ROTATE)	ngly incre	incre	ewh at	ease	ed abou				(LIRE – ROTATION)	Fort eme nt aug men é	t aug men	dimi	eme nt dimi	resté e à	5
	1 The area where you live 2 (OUR COUNTRY) 3 The European Union 4 The world	1 1 1 1	2 2 2	3 3 3	4 4 4	5 5 5 5	6 6 6		1 2 3 4	Là où vous vivez En (NOTRE PAYS) Dans l'Union européenne Dans le monde	1 1 1	2 2 2	3 3 3	4 4 4 4	5 5 5 5	6 6 6
۸8	Why in your opinion are there pe closest to yours? (SHOW CARD – READ OUT – R			ır opin	ions: v	which	is	A8	A vo	tre avis, pourquoi y a-t-il des personnes qui ons : laquelle est la plus proche de la vôtre NTRER CARTE – LIRE – ROTATION – UN	?			oici qu	atre	
	Because they have been unlucky Because of laziness and lack will Because there is much injustice in Because it's an inevitable part of None of these (SPONTANEOUS DK	power n our society progress			1 2 3 4 5 6				Car o	elles ont été malchanceuses elles sont paresseuses et manquent de volc I y a beaucoup d'injustice dans notre sociét c'est une partie inévitable du progrès une de celles-ci (SPONTANE)				1 2 3 4 5 6		

?	why people are	QA9a	A votre avis, quelles sont les deux choses parmi les suivantes qui pourraient expliquer pourquoi des personnes sont pauvres ?	ie illieux
DW CARD – READ OUT – ROTATE – MAX. 2 ANSWERS)			(MONTRER CARTE – LIRE – ROTATION – MAX. 2 REPONSES)	
al benefits/ pension allowances are not high enough in (OUR INTRY) for people to cope	1,		Le montant des prestations sociales/ retraites n'est pas assez élevé dans (NOTRE PAYS) pour s'en sortir	1,
es and salaries are not high enough in (OUR COUNTRY) for people to	2		Les salaires ne sont pas suffisamment élevés en (NOTRE PAYS) pour s'en	2
e is too much unemployment in (OUR COUNTRY)	3,		Il y a trop de chômage en (NOTRE PAYS)	3,
ent housing is too expensive in (OUR COUNTRY)	4,		Les logements décents sont trop chers en (NOTRE PAYS)	4,
	5.			5,
r (SPONTANEOUS)	6,		Autre (SPONTANE)	6,
erty is inevitable (SPONTANEOUS)	7,		La pauvreté est inévitable (SPONTANE)	7,
e (SPONTANEOUS)	8,		Aucun (SPONTANE)	8,
	al benefits/ pension allowances are not high enough in (OUR INTRY) for people to cope es and salaries are not high enough in (OUR COUNTRY) for people to e is too much unemployment in (OUR COUNTRY) ent housing is too expensive in (OUR COUNTRY) th services, in particular prevention services, are too expensive in R COUNTRY) or (SPONTANEOUS) enty is inevitable (SPONTANEOUS)	al benefits/ pension allowances are not high enough in (OUR INTRY) for people to cope es and salaries are not high enough in (OUR COUNTRY) for people to e is too much unemployment in (OUR COUNTRY) and thousing is too expensive in (OUR COUNTRY) th services, in particular prevention services, are too expensive in R COUNTRY) or (SPONTANEOUS) for typics inevitable (SPONTANEOUS) 1, 2, 4, 4, 5, 6, 6, 7,	al benefits/ pension allowances are not high enough in (OUR INTRY) for people to cope es and salaries are not high enough in (OUR COUNTRY) for people to e is too much unemployment in (OUR COUNTRY) and thousing is too expensive in (OUR COUNTRY) th services, in particular prevention services, are too expensive in R COUNTRY) or (SPONTANEOUS) for the services in in allowances are not high enough in (OUR COUNTRY) for the services in particular prevention services, are too expensive in the services in the servi	Le montant des prestations sociales/ retraites n'est pas assez élevé dans (NOTRE PAYS) pour s'en sortir Les salaires are not high enough in (OUR COUNTRY) for people to e is too much unemployment in (OUR COUNTRY) ent housing is too expensive in (OUR COUNTRY) th services, in particular prevention services, are too expensive in R COUNTRY) er (SPONTANEOUS) ent y is inevitable (SPONTANEOUS) Le montant des prestations sociales/ retraites n'est pas assez élevé dans (NOTRE PAYS) pour s'en sortir Les salaires ne sont pas suffisamment élevés en (NOTRE PAYS) pour s'en sortir Les salaires ne sont pas suffisamment élevés en (NOTRE PAYS) Les logements décents sont trop chers en (NOTRE PAYS) Les services de santé, en particulier les services de prévention, sont trop chers en (NOTRE PAYS) Autre (SPONTANE) La pauvreté est inévitable (SPONTANE)

Thinking now about poor people themselves, in your opinion, which two of t	ne following	QA9b	En pensant maintenant aux personnes pauvres elles-mêmes, à votre avis, q	quelles sont l
reasons best explain why they are poor?			deux raisons parmi les suivantes qui expliquent le mieux pourquoi elles sont	t pauvres?
(SHOW CARD – READ OUT – ROTATE – MAX. 2 ANSWERS)			(MONTRER CARTE – LIRE – ROTATION – MAX. 2 REPONSES)	
They haven't received enough support in times of need from their family	7		Elles n'ont pas reçu l'aide nécessaire de leur famille et de leurs proches	7
and friends	1,			1,
They grew up in a poor family	2,		Elles ont grandi dans une famille pauvre	2,
They are being discriminated against	3,		Elles sont l'objet de discrimination	3,
They suffer from poor health, long-term illness or disability			Elles souffrent d'une mauvaise santé, d'une maladie de longue durée ou	
	4,		d'un handicap	4,
They suffer from mental health problems	5,		Elles souffrent de problèmes de santé mentale	5,
They suffer from addiction (alcohol, drugs, or other types of addiction)			Elles souffrent d'une addiction (alcool, drogue ou d'autres types de	
	6,		dépendance)	6,
They have many children to provide for	7,		Elles doivent subvenir aux besoins de beaucoup d'enfants	7,
They do not have the necessary level of education, training or skills	8,		Elles manquent d'instruction, de formation ou de compétences	8,
Their care responsibilities prevent them from working	9,		Leurs responsabilités privées les empêchent de travailler	9,
They live beyond their means	10,		Ils vivent au-dessus de leurs moyens	10,
Other (SPONTANEOUS)	11,		Autre (SPONTANE)	11,
Poverty is inevitable (SPONTANEOUS)	12,		La pauvreté est inévitable (SPONTANE)	12,
None (SPONTANEOUS)	13,		Aucun (SPONTANE)	13,
DK	14,		NSP	14,

NEW

QA10 In your opinion, among the following groups of the population in (OUR COUNTRY), which are QA10 A votre avis, parmi les groupes de personnes suivants, quels sont ceux qui risquent le plus those most at risk of poverty? de tomber dans la pauvreté en (NOTRE PAYS) ? (SHOW CARD - READ OUT - MAX. 4 ANSWERS) (MONTRER CARTE - LIRE - MAX. 4 REPONSES) Children 1, Les enfants 1, Young adults 2, Les jeunes adultes 2, Elderly people 3, Les personnes âgées 3, People who are unemployed Les personnes sans emploi 4, 4, People in precarious work 5, Les personnes ayant un emploi précaire 5, Women 6, Les femmes 6, Disabled and long-term ill people Les personnes souffrant d'un handicap ou d'une maladie de longue durée 7, 7, People with mental health problems Les personnes souffrant de problèmes de santé mentale 8, 8, 9, Les parents célibataires 9, Single parents People with a low level of education, training or skills Les personnes ayant un faible niveau d'instruction, de formation ou de 10, compétences 10, **Immigrants** 11, Les immigrants 11, Roma 12, Les Roms 12, People suffering from addictions (drugs, alcohol, or other types of addiction) Les personnes souffrant d'une addiction (drogue, alcool, ou d'autres types 13, de dépendance) 13, Other (SPONTANEOUS) 14, Autre (SPONTANE) 14, No groups in particular, everybody (SPONTANEOUS) Pas de groupe en particulier, tout le monde (SPONTANE) 15. 15.

NSP

NEW

16,

16,

DK

QA11 For a person or family to have a minimum acceptable standard of living in (OUR COUNTRY), which of the following do you think are absolutely necessary to being able to afford?

Pour qu'une personne ou une famille atteigne le niveau de vie minimum acceptable en (NOTRE PAYS), quelles sont les choses, d'après vous, qu'elle doit être absolument capable de se payer ?

(SHOW CARD – READ OUT – ROTATE – MAX. 5 ANSWERS)

Keeping one's home adequately warm when it is cold outside
A place to live that is well maintained and kept in a decent state of repair
A place to live with enough space and privacy to read or write or listen to
music, etc. for everyone in the household
Good quality and diversified food
Repairing or replacing major electrical appliances such as the refrigerator or
washing machine
Going on family holidays at least once a year
Buying medication or going to see the doctor when ill or unwell
Paying for dental treatment
Taking the local public transport when needed
Having access to means of communication, such as a telephone or the
Internet
Having access to a basic bank account
Having access to leisure and cultural activities
Having access to gas, electricity, tap water
Other (SPONTANEOUS)
None (SPONTANEOUS)
DK

(MONTRER CARTE – LIRE – ROTATION – MAX. 5 REPONSES)

Maintenir une chaleur suffisante chez elle quand il fait froid dehors
Un logement bien entretenu et dans un état fonctionnel correct
Un logement avec assez de place et d'intimité pour que chaque membre du
foyer puisse lire ou écrire ou écouter de la musique, etc.
Une alimentation diversifiée et de bonne qualité
Réparer ou remplacer les appareils électroménagers importants tels qu'un
réfrigérateur ou un lave-linge
Partir en vacances en famille au moins une fois par an
Acheter des médicaments ou aller chez le médecin quand elle est malade
ou ne se sent pas bien
Payer les soins dentaires
Prendre les transports publics quand c'est nécessaire
Avoir accès aux moyens de communication tels que le téléphone ou
Internet
Avoir accès à un compte bancaire de base
Avoir accès à des activités culturelles et de loisir
Avoir accès au gaz, à l'électricité, à l'eau courante
Autre (SPONTANE)
Aucune (SPONTANE)
NSP

NEW

NEW

QA11

QA12 In (OUR COUNTRY) nowadays, would you say that being poor hampers very much, somewhat, not very much or not at all people's chances of ...?

QA12 En (NOTRE PAYS) de nos jours, diriez-vous que le fait d'être pauvre réduit beaucoup, plutôt, pas beaucoup ou pas du tout les chances de quelqu'un ... ?

(SHOW CARD WITH SCALE - ONE ANSWER PER LINE)

	(READ OUT – ROTATE)	Very much	Somewhat	Not very much	Not at all	DK
1	Having access to decent housing	1	2	3	4	5
2	Getting good basic school education	1	2	3	4	5
3	Getting higher education or adult learning	1	2	3	4	5
4	Finding a job	1	2	3	4	5
5	Maintaining a network of friends and acquaintances	1	2	3	4	5
6	Having medical care when needed	1	2	3	4	5
7	Eating at least one hot meal a day	1	2	3	4	5
8	Having access to a basic bank account	1	2	3	4	5
9	Having access to means of communication, such as a telephone or the Internet	1	2	3	4	5
10	Starting up a business of their own	1	2	3	4	5

(MONTRER CARTE AVEC ECHELLE – UNE REPONSE PAR LIGNE)

	(LIRE – ROTATION)	Beaucoup	Plutôt	Pas beaucoup	Pas du tout	NSP
	<u> </u>			beaucoup	tout	
1	D'avoir accès à un logement décent	1	2	3	4	5
2	D'avoir une bonne éducation scolaire de base	1	2	3	4	5
3	De faire des études supérieures ou des formations	1	2	3	4	5
4	De trouver un emploi	1	2	3	4	5
5	D'entretenir un réseau d'amis et de connaissances	1	2	3	4	5
6	De bénéficier de soins médicaux quand nécessaire	1	2	3	4	5
7	De manger au moins un repas chaud par jour	1	2	3	4	5
8	D'avoir accès à un compte bancaire de base	1	2	3	4	5
9	D'avoir accès à des moyens de communication tells que le téléphone ou Internet	1	2	3	4	5
10	De démarrer sa propre affaire	1	2	3	4	5

QA13 QA13 Generally speaking, would you say that financially ...? En général, pensez-vous que financièrement ... ? (SHOW CARD WITH SCALE - ONE ANSWER PER LINE) (MONRER CARTE AVEC ECHELLE - UNE REPONSE PAR LIGNE) (READ OUT) Plus sûre Moins sûre Ni plus ni NSP More Less Neither DK (LIRE) secure secure more moins sûre secure nor less secure The life of those who are children today 3 La vie de ceux qui sont enfants will be more, less or neither more nor aujourd'hui sera plus, moins ou ni plus less secure than yours ni moins sûre que la vôtre 2 The life of people from your own 3 4 2 La vie des personnes de votre 4 generation is more, less or neither more génération est plus, moins ou ni plus ni nor less secure than the life of those moins sûre que la vie de ceux de la from your parents' generation (N) génération de vos parents (N) 3 The life of your parents has been more, 1 2 3 4 3 La vie de vos parents était plus, moins 2 4 less or neither more nor less secure ou ni plus ni moins sûre que la vie de than the life of your grand-parents (N) vos grands-parents (N)

EB66.3 QA17 TREND MODIFIED

EB66.3 QA17 TREND MODIFIED

QA14 For each of the following statements, please tell me whether you ...

QA14 Pour chacune des affirmations suivantes, veuillez me dire si vous êtes ...

(SHOW CARD WITH SCALE - ONE ANSWER PER LINE)

	(READ OUT – ROTATE)	Totally agree	Tend to agree	Tend to disagree	Totally disagree	DK
			l.	l.		l .
1	Poverty in (OUR COUNTRY) is a problem that needs urgent action by the Government	1	2	3	4	5
2	Nowadays in (OUR COUNTRY) income differences between people are far too large	1	2	3	4	5
3	The (NATIONALITY) Government should ensure that the wealth of the country is redistributed in a fair way to all citizens	1	2	3	4	5
4	People who are well-off should pay higher taxes so the (NATIONALITY) Government has more means to fight poverty	1	2	3	4	5
5	When there is economic growth in a country, poverty disappears automatically by itself	1	2	3	4	5
6	There is no point in trying to fight poverty, it will always exist	1	2	3	4	5
7	Income inequalities are necessary for economic development	1	2	3	4	5

NEW

(MONTRER CARTE AVEC ECHELLE – UNE REPONSE PAR LIGNE)

	(LIRE – ROTATION)	Tout à fait d'accord	Plutôt d'accord	Plutôt pas d'accord	Pas du tout d'accord	NSP
1	La pauvreté en (NOTRE PAYS) est un problème qui requiert une action urgente du Gouvernement	1	2	3	4	5
2	De nos jours, les différences de revenus entre les personnes sont beaucoup trop importantes en (NOTRE PAYS)	1	2	3	4	5
3	Le Gouvernement (NATIONALITE) devrait s'assurer que les richesses du pays sont redistribuées de façon équitable entre tous les citoyens	1	2	3	4	5
4	Les personnes aisées devraient payer plus d'impôts de façon à ce que le Gouvernement (NATIONALITE) dispose de plus de moyens pour lutter contre la pauvreté	1	2	3	4	5
5	Quand un pays connaît une croissance économique, la pauvreté disparaît d'elle- même	1	2	3	4	5
6	Cela ne sert à rien de lutter contre la pauvreté car elle existera toujours	1	2	3	4	5
7	Les inégalités de revenus sont nécessaires au développement économique	1	2	3	4	5

	311 0	ARD W	TH SC	SALE ·	- ONE	ANSV	WER P	PER LINE)					(MON	ITRER	CARTE A	VEC E	CHELLE	- UNE I	REPONS	SE PAR	R LIGNE)		
	(RE/	AD OUT	_)					A lot of tension	Some tension	No tension	DK			(LIRE)				Beauc de ten		n peu de tension	Pas de tension	
	IPoo	or and ric	ch noo	nlo					2	3	4		1	Los n	auvres et le	e riche	ne.		1 1		2	3	
2		nagemer			ers			1	2	3	4		2		rigeants d'				1		2	3	
3		people a						1	2 2	3	4			Les pe	ersonnes â fférents gro				1		2	3	
\perp		ADD W	ITH S	CALE	- ONE	: ANS\	WER O	ONLY)				<u> </u>	(MON	ITRER	CARTE A	VEC E	CHELLE	- UNE	SEULE I	REPON	ISE)		
(SHC	OW C	AKD W																					

(DF) EQLS Q23

(DF) EQLS Q23

7	from	ase tell me how much yon 1 to 10 where [1] mean mpletely'.												QA17	instit	/ez-vous indiquer quel d utions suivantes. Merci ine confiance' et [10] sig	d'utilise	r une	échell	le de '	1 à 10	, où [1	l] sign	ifie qu	e 'vou	ıs n'av	
	(SH	OW CARD WITH SCAL	E - ONE	E ANS	SWER	PER	LINE)								(MO	NTRER CARTE AVEC	ECHEL	LE - L	INE R	ESPC	NSE	PAR I	LIGNE)			<u> </u>
		(READ OUT)	1 Do not trust at all	2	3	4	5	6	7	8	9	10 Trust com plete ly	DK			(LIRE)	1 Aucu ne confi ance	2	3	4	5	6	7	8	9	10 Total eme nt confi ance	NSF
	1	The (NATIONALITY)	1	2	3	4	5	6	7	8	9	10	11		1	Le parlement (NATIONALITE)	1	2	3	4	5	6	7	8	9	10	11
	5	The (NATIONALITY) Government (M)	1	2	3	4	5	6	7	8	9	10	11		5	Le Gouvernement (NATIONALITE) (M)	1	2	3	4	5	6	7	8	9	10	11
	(DF)) FOLS Q27 TREND MO	DIFIF)											(DF)	FOLS Q27 TREND MC	DIFIF)									
3	For	each of the following, ple			if you	tend to	o trust	it or n	not witl	n rega	rd to t	heir a	etion	QA18	Pour	EQLS Q27 TREND MC	le la list	e suiv						i vous	avez	plutôt	
3	For e	each of the following, ple	ease te	ll me i					not witl	n rega	rd to 1	heir ac	etion	QA18	Pour	chacun des éléments c	le la list iance e	e suiv n son	action	contr	re la p	auvre	té.	i vous	s avez	plutôt	
3	For e	each of the following, ple ombating poverty.	ease te E – ON	ll me i) Ter	not with	Tend	rd to t		etion	QA18	Pour	chacun des éléments c ance ou plutôt pas conf	le la list iance e	e suiv n son	action	contr	re la p	PAR L	té.	Plutô	t pas	: plutôt	
3	For ein co	each of the following, plants of the following poverty. OW CARD WITH SCAL (READ OUT – ROTAT	ease te E – ON	II me i				Ter tru	nd to st it	Tend to tru	d not ust it	D	K 3	QA18	Pour conf	chacun des éléments d ance ou plutôt pas conf NTRER CARTE AVEC I (LIRE – ROTATION)	de la list iance e ECHEL	e suiv n son LE – l	action	contr	re la p	PAR L	té. IGNE) utôt iance	Plutô confi	ot pas ance	NS	SP
3	For ein co	each of the following, placement of the following of t	ease te E – ON FE) Governi	II me i				Ter tru	and to st it	Tend to tru	d not ust it	D (;	K 3333	QA18	Pour conf	chacun des éléments dance ou plutôt pas conf NTRER CARTE AVEC (LIRE – ROTATION)	de la listiance e	e suiv n son LE – L	action	REPOR	re la p	PAR L	té. IGNE) utôt iance	Plutô confi	et pas ance	NS 33 33	SP 3
3	For ein co	each of the following, plants of the following poverty. OW CARD WITH SCAL (READ OUT – ROTAT	ease te E – ON FE) Governi	II me i				Ter	nd to st it	Tend to tru	d not ust it	D	K 3	QA18	Pour conf	chacun des éléments dance ou plutôt pas confinition (LIRE – ROTATION) L'Union européenne Le Gouvernement (NA Les autorités publique	de la listi iance e ECHEL TIONA s régior	e suiv n son LE – L	JNE R	REPOR	re la p	PAR L	té. IGNE) utôt iance	Plutô confi	ot pas ance	NS 33 33 33	SP 3
3	(SH0	each of the following, placement of the following of the following, placement of the following of the follow	ease te E – ON FE) Governi	II me i				Ter tru	nd to st it	Tend to tru	d not ust it	, ;	3 3 3 3	QA18	Pour conf	chacun des éléments dance ou plutôt pas conf NTRER CARTE AVEC (LIRE – ROTATION)	le la listi iance e ECHEL TIONA s régior isations	e suiv n son LE – L	JNE R	REPOR	re la p	PAR L	té. IGNE) utôt iance	Plutô confi	ot pas ance	3 3 3 3	SP 3 3 3
3	(SHO	each of the following, placement of the following, placement of the following, placement of the following powerty. OW CARD WITH SCALITY (READ OUT – ROTATION The European Union The (NATIONALITY) (Regional or local authors) or charities	ease te E – ON FE) Governi	II me i				Ter tru	1 1 1 1 1 1	Tend to tru	d not ust it	D	3 3 3 3 3	QA18	Pour conf (MO	chacun des éléments dance ou plutôt pas confinition (LIRE – ROTATION) L'Union européenne Le Gouvernement (NA Les autorités publique Les ONG ou les organ	TIONA s régior isations uses	e suiv n son LE – L	JNE R	REPOR	re la p	PAR L	té. IGNE) utôt iance 1 1 1 1 1	Plutô confi	ance	33 33 33 33 33 33 33 33 33 33 33 33 33	SP 3 3 3 3

A19	From the following list, which are, in your opinion, the two main factors gener (OUR COUNTRY)?	rating poverty in	QA19	Parmi la liste suivante, quels sont, d'après vous, les deux facteurs qui so responsables de la pauvreté en (NOTRE PAYS) ?	ont le plus
	· · · · · · · · · · · · · · · · · · ·			,	
	(SHOW CARD – READ OUT – ROTATE – MAX. 2 ANSWERS)			(MONTRER CARTE - LIRE - ROTATION - MAX. 2 REPONSES)	
	Globalisation Insufficient economic growth Pursuit of profit The global financial system The implementation of wrong or badly suited policies Immigration The inadequacy of the (NATIONALITY) social protection system Other (SPONTANEOUS) None (SPONTANEOUS) DK	1, 2, 3, 4, 5, 6, 7, 8, 9,	 	La mondialisation La croissance économique insuffisante La course au profit Le système financier mondial Des politiques inadéquates ou mal appliquées L'immigration L'inadéquation du système de protection sociale (NATIONALITE) Autre (SPONTANE) Aucun (SPONTANE) NSP	1, 2, 3, 4, 5, 6, 7, 8, 9, 10,
A20	In your opinion, from the following list, who is primarily responsible for reducing poverty in (OUR COUNTRY)?	ng or preventing	QA20	A votre avis, qui est principalement responsable de la réduction de la pa prévention contre la pauvreté en (NOTRE PAYS) ?	auvreté ou de la
	poverty in (Ook Cook inter):		l	prevention control a padvicto en (NOTILE 17110):	
	(SHOW CARD – READ OUT – ROTATE – ONE ANSWER ONLY)]	(MONTRER CARTE – LIRE – ROTATION – UNE SEULE REPONSE)	
	The European Union The (NATIONALITY) Government Regional or local authorities NGOs or charities Religious institutions Private companies Citizens themselves Other (SPONTANEOUS) DK	1 2 3 4 5 6 7 8 9	ı	L'Union européenne Le Gouvernement (NATIONALITE) Les autorités régionales ou locales Les ONGs ou organisations caritatives Les institutions religieuses Les entreprises privées Les citoyens eux-mêmes Autre (SPONTANE) NSP	1 2 3 4 5 6 7 8 9
	NEW			NEW	

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			- F		
Overall, ho poverty?	ow important would you say is the role of the European Union in the	ne fight against	QA21	En règle générale, selon vous, dans quelle mesure le rôle de l'Union europée important dans la lutte contre la pauvreté ?	enne est-il
(READ OL	JT – ONE ANSWER ONLY)			(LIRE – UNE SEULE REPONSE)	
		-			i .
Very impo		<u> </u>		Très important	1
Somewhat		2		Plutôt important	2
Not very in		3		Pas très important	3
Not at all in	mportant	4 -		Pas du tout important	4
DK		5		NSP	5
NEW				NEW	
	inion, from the following, which are the areas the (NATIONALITY)	Government	QA22	D'après vous, auxquels des domaines suivants le Gouvernement (NATIONA donner la priorité pour aider les gens à sortir de la pauvreté ?	LITE) devra
Isrioula pric	pritise to help people out of poverty?		⅃ ┗——	donner la priorite pour aider les gens à sortir de la padviete ?	
(SHOW C	ARD – READ OUT – ROTATE – MAX. 4 ANSWERS)			(MONTRER CARTE – LIRE – ROTATION – MAX. 4 REPONSES)	
Ensuring e	economic growth in order to improve overall living standards	7		Garantir la croissance économique afin d'améliorer les niveaux de vie en	
		1,		général	1,
	access to good and affordable day-care centres/ pre-school			Améliorer l'accès aux crèches/ pré-gardiennats (0-3 ans) de bonne qualité	
education	(0-3 years)	2,		à prix abordable	2,
Sufficiently	and regularly increasing social benefits/ pensions			Augmenter suffisamment et régulièrement les prestations sociales/ les	
		3,		pensions	3,
	aining and qualification	4,		Proposer des formations et des qualifications	4,
	ork opportunities	5,		Proposer des opportunités de travail	5,
	I types of discrimination	6,		Combattre toute forme de discrimination	6,
Helping po	oor people access decent and affordable housing			Aider les personnes pauvres à accéder à un logement décent à un prix	
		7,		abordable	7,
	ting poor areas	8,		Redynamiser les quartiers pauvres	8,
Helping po	por people get access to banking and financial services			Aider les personnes pauvres à avoir accès aux services bancaires et	
		9,		financiers	9,
Improving	access to social services (long-term care, childcare services,			Améliorer l'accès aux services sociaux (les soins à long termes, les	
healthcare	e, etc.)	10,		services de garde des enfants, les soins de santé, etc.)	10,
Advising p	eople on how to avoid becoming over-indebted	11,		Conseiller les gens sur la façon d'éviter le surendettement	11,
	ONTANEOUS)	12,		Autre (SPONTANE)	12,
	no effective ways of helping people out of poverty	7 ′		Il n'existe pas de moyen efficace d'aider les gens à sortir de la pauvreté	,
(SPONTAI		13,		(SPONTANE)	13,
DK		14,		NSP	14,
DIX		17,		1401	17,

In a say public policies and programmes aim at improving the condition of poor people DUR COUNTRY) are generally? AD OUT – ONE ANSWER ONLY) Ing things better	QA23	Diriez-vous qu'en général les politiques et programmes publiques destinés à améliorer la situation des gens pauvres en (NOTRE PAYS) ? [(LIRE – UNE SEULE REPONSE) Améliorent les choses 1 N'ont pas beaucoup d'effet 2 Agravent les choses 3 NSP 4 NEW Pensez-vous que (NOTRE PAYS) dépense pour aider les gens à sortir de la pauvreté ? [(LIRE – UNE SEULE REPONSE)
ing things better 1	QA24	Améliorent les choses N'ont pas beaucoup d'effet Agravent les choses NSP NEW Pensez-vous que (NOTRE PAYS) dépense pour aider les gens à sortir de la pauvreté ?
having much impact 2 ing things worse 3 4 V You think that (OUR COUNTRY) is spending to help people out of poverty? AD OUT – ONE ANSWER ONLY) much 1		N'ont pas beaucoup d'effet 2 Agravent les choses 3 NSP 4 NEW Pensez-vous que (NOTRE PAYS) dépense pour aider les gens à sortir de la pauvreté ?
rou think that (OUR COUNTRY) is spending to help people out of poverty? AD OUT – ONE ANSWER ONLY) much	QA24	Pensez-vous que (NOTRE PAYS) dépense pour aider les gens à sortir de la pauvreté ?
AD OUT – ONE ANSWER ONLY) much	QA24	
much 1]	(LIRE – UNE SEULE REPONSE)
ut the right amount 2 little 3 4		Trop 1 Un montant à peu près suffisant 2 Trop peu 3 NSP 4
V		NEW
ple think differently on what steps should be taken to help solving social and economic lems in (OUR COUNTRY). I'm going to read you two contradictory statements on this c. Please tell me which one comes closest to your view.	QA25a	Les gens ont un avis différent sur les actions qui devraient être prises pour aider à résoudre les problèmes sociaux et économiques en (NOTRE PAYS). Je vais vous lire deux affirmations contradictoires à ce sujet. Pourriez-vous me dire celle qui se rapproche le plus de votre opinion.
OW CARD – READ OUT – ONE ANSWER ONLY)	 _]	(MONTRER CARTE – LIRE – UNE SEULE REPONSE)
primarily up to the (NATIONALITY) Government to provide jobs for the mployed 1 riding jobs should rest primarily on private companies and markets in eral 2 pends (SPONTANEOUS) 3		C'est principalement au Gouvernement (NATIONALITE) de proposer des emplois aux chômeurs Proposer des emplois devrait rester surtout rester un rôle des entreprises privées et des marchés en général Cela dépend (SPONTANE) NSP 4
p ll c	ole think differently on what steps should be taken to help solving social and economic ems in (OUR COUNTRY). I'm going to read you two contradictory statements on this. Please tell me which one comes closest to your view. OW CARD – READ OUT – ONE ANSWER ONLY) orimarily up to the (NATIONALITY) Government to provide jobs for the aployed ding jobs should rest primarily on private companies and markets in ral	Die think differently on what steps should be taken to help solving social and economic ems in (OUR COUNTRY). I'm going to read you two contradictory statements on this. Please tell me which one comes closest to your view. DW CARD – READ OUT – ONE ANSWER ONLY) Drimarily up to the (NATIONALITY) Government to provide jobs for the inployed and ing jobs should rest primarily on private companies and markets in ral 2 Deends (SPONTANEOUS) 3 4

QA25b	And which of these two statements comes closest to your view?		QA25b	Et laquelle de ces deux affirmations se rapproche le plus de votre opinion ?	
	(SHOW CARD – READ OUT – ONE ANSWER ONLY)			(MONTRER CARTE – LIRE – UNE SEULE REPONSE)	
	Education should be totally free, even if this means that the quality might be lower Tuition fees are necessary for providing high quality education, even if this means that some people won't be able to afford it It depends (SPONTANEOUS) DK	1 2 3 4		L'enseignement devrait être entièrement gratuit, même si cela signifie qu'il pourrait être de moins bonne qualité Les droits d'inscription sont nécessaires à un enseignement de haute qualité, même si cela implique que certaines personnes ne peuvent se le payer Cela dépend (SPONTANE) NSP	1 2 3 4
	NEW			NEW	
QA25c	And still about the different steps that should be taken to help solving social all problems in (OUR COUNTRY), which of these two statements comes closest		QA25c	Et toujours à propos des actions qui devraient être prises pour aider à résoud problèmes sociaux et économiques en (NOTRE PAYS), laquelle de ces deux rapproche le plus de votre opinion ?	
	(SHOW CARD – READ OUT – ONE ANSWER ONLY)			(MONTRER CARTE – LIRE – UNE SEULE REPONSE)	
	Higher level of health care, education and social spending must be guaranteed, even if it means that taxes might increase Taxes should be decreased even if it means a general lower level of health care, education and social spending It depends (SPONTANEOUS) DK	1 2 3 4		Un niveau plus élevé de soins de santé, de l'enseignement et de prestations sociales devrait être garanti, même si cela signifie que les impôts pourraient augmenter Les impôts devraient baisser, même si cela entraîne un niveau plus bas de soins de santé, de l'enseignement et de prestations sociales Cela dépend (SPONTANE) NSP	1 2 3 4
	NEW			NEW	
QA25d	And which of these two statements comes closest to your view?		QA25d	Et laquelle de ces deux affirmations se rapproche le plus de votre opinion ?	
	(SHOW CARD – READ OUT – ONE ANSWER ONLY)			(MONTRER CARTE – LIRE – UNE SEULE REPONSE)	
	The (NATIONALITY) Government should take more responsibility to ensure that everyone is provided for People should take more responsibility to provide for themselves It depends (SPONTANEOUS) DK	1 2 3 4		Le Gouvernement (NATIONALITE) devrait prendre plus de responsabilités pour que tout le monde ait de quoi s'en sortir Les gens devraient mieux se prendre en charge pour s'en sortir seuls Cela dépend (SPONTANE) NSP	1 2 3 4
	NEW			NEW	

Se .		please tell me whether you ald be guaranteed in (OUR COU						QA25e	devra	uvez-vous me dire si vous ête ait être garanti en (NOTRE PA onibles.					
	(SHC	OW CARD – READ OUT – ON	E ANSWER	ONLY)					(MON)	NTRER CARTE – LIRE – UNE	SEULE RE	PONSE)			
	Tend Tend	lly agree d to agree d to disagree lly disagree				1 2 3 4 5			Plutô Plutô	à fait d'accord t d'accord t pas d'accord du tout d'accord				1 2 3 4 5	
5f	with 6	se tell me whether you totally a each of the following statemen	ts. (M)		d to disagre	e or totally d	lisagree	QA25f	pas c	ez-vous me dire vous êtes tou du tout d'accord avec chacune	des affirma	tions suivan	tes. (M)	tôt pas d'acc	cord ou
5f	Pleas with	se tell me whether you totally a	ts. (M)	PER LINE) Tend to	Tend to disagree (M)	Totally disagree (M)	DK	QA25f	Pouv pas c	ez-vous me dire vous êtes tou	des affirma	tions suivan	tes. (M)	Pas du tout d'accord	cord ou
5f	Pleas with	se tell me whether you totally a each of the following statemen DW CARD WITH SCALE - ONE	ts. (M) ANSWER Totally	PER LINE) Tend to	Tend to disagree	Totally disagree		QA25f	Pouv pas c	ez-vous me dire vous êtes tou du tout d'accord avec chacune NTRER CARTE AVEC ECHEL	des affirma LE - UNE R Tout à fait	EPONSE P Plutôt d'accord	AR LIGNE) Plutôt pas d'accord	Pas du tout	

а	Pleas	se tell me if you find it difficult o	or not to get	access to t	he following	financial ser	vices.	QA26a		s-moi dans quelle mesure vou ces financiers suivants.	us trouvez qu'	il est difficil	e ou pas d'a\	oir accès au	ıx
	(SHC	OW CARD WITH SCALE - ON	E ANSWER	PER LINE)]	(MOI	NTRER CARTE AVEC ECHE	LLE – UNE F	REPONSE I	PAR LIGNE)		
		(READ OUT – ROTATE)	Very difficult	Fairly difficult	Not very difficult	Not at all difficult	DK			(LIRE – ROTATION)	Tout à fait d'accord	Plutôt d'accord	Plutôt pas d'accord	Pas du tout d'accord	NSF
	1	A basic bank account	1	2	3	4	5		1	Un compte en banque de base	1	2	3	4	5
	2	A bank card/ payment card	1	2	3	4	5		2	Une carte de banque/ de paiement	1	2	3	4	5
	3	A credit card	1	2	3	4	5		3	Une carte de crédit	1	2	3	4	5
	4	Consumer loans	1	2	3	4	5		4	Des crédits à la consommation	1	2	3	4	5
	5	A mortgage	1	2	3	4	5]	5	Un crédit hypothécaire	1	2	3	4	5
	NEW	l]	NEW	l					
b	Pleas	se tell me how much you feel y	ou are at ris	sk of being o	over-indebte	ed.		QA26b	Veuil	llez me dire dans quelle mesi	ure vous pens	sez qu'il y a	it un risque q	ue vous dev	veniez
] [surer	ndetté(e).					
	(REA	AD OUT – ONE ANSWER ONL	_Y)]	(LIRE	E – UNE SEULE REPONSE)					
	Very	at risk				1			Un g	rand risque				1	
	,	/ at risk				2				ertain risque				2	
	Fairly					3				beaucoup de risque				3	
	_	ery at risk													
	Not v	very at risk at all at risk				4			Pas o	du tout de risque				4	

QA27 And please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree with each of the following statements.

QA27 Et veuillez me dire si vous êtes tout à fait d'accord, plutôt d'accord, plutôt pas d'accord ou pas du tout d'accord avec chacune des propositions suivantes.

(SHOW CARD WITH SCALE - ONE ANSWER PER LINE)

	(READ OUT – ROTATE)	Totally	Tend to	Tend to	Totally	DK
	,	agree	agree	disagree	disagree	
1	Poor people should get easy access to interest free loans	1	2	3	4	5
2	2 Credit institutions should check much more thoroughly the financial capacity of potential borrowers	1	2	3	4	5
3	Unemployed people who want to start up a business activity should have easier access to loans	1	2	3	4	5
4	Poor people should have free personalised financial advice, given by an official source	1	2	3	4	5
5	Every financial institution in (OUR COUNTRY) should commit to allow every individual to open a basic bank account	1	2	3	4	5

EW

(MONTRER CARTE AVEC ECHELLE – UNE REPONSE PAR LIGNE)

	(LIRE – ROTATION)	Tout à fait	Plutôt	Plutôt pas	Pas du	NSP
	(LINE - KOTATION)	d'accord	d'accord	d'accord	tout	NOF
					d'accord	
		1				1
1	Les personnes pauvres devraient avoir accès à des	1	2	3	4	5
	crédits sans intérêts					
2	Les institutions de crédit	1	2	3	4	5
-	devraient mieux vérifier la		-		•	
	capacité financière des					
	emprunteurs potentiels					
3	Les personnes sans emplois	1	2	3	4	5
	qui désirent commencer une					
	affaire devraient avoir un					
	accès plus facile au crédit					
4	Les personnes pauvres	1	2	3	4	5
	devraient recevoir des					
	conseils personnalisés et					
	gratuits d'une source officielle					
5	Chaque institution financière	1	2	3	4	5
	en (NOTRE PAYS) devrait					
	s'engager à permettre à					
	toute personne d'ouvrir un					
	compte en banque de base					

QA28	Would you say that finding decent housing at reasonable price in the area where you live is?	QA28	Diriez-vous que trouver un logement décent à un prix raisonnable là où vous vivez est ?
	(READ OUT – ONE ANSWER ONLY)		(LIRE – UNE SEULE REPONSE)
	Very easy 1 Fairly easy 2 Fairly difficult 3 Very difficult 4 DK 5		Très facile 1 Plutôt facile 2 Plutôt difficile 3 Très difficile 4 NSP 5
	NEW		NEW
QA29	In the area where you live, please tell me if there are people who are homeless? Would you say there are many people, some people, a few people or none who is homeless?	QA29	Veuillez me dire s'il y a des personnes sans abri là où vous vivez ? Diriez-vous qu'il y a beaucoup de personnes, quelques personnes, peu de personnes ou aucune personne sans abri ?
	(READ OUT – ONE ANSWER ONLY)		(LIRE – UNE SEULE REPONSE)
	Many people 1 Some people 2 A few people 3 None 4 DK 5		Beaucoup de personnes 1 Quelques personnes 2 Peu de personnes 3 Aucune personne 4 NSP 5
	NEW (BASED ON EB67.1 QB5 + EB56.1 Q10)		NEW (BASED ON EB67.1 QB5 + EB56.1 Q10)

incre	erally speaking, would you sa eased, somewhat increased, s 's in?						QA30		e manière générale, diriez-vo nenté, plutôt augmenté, plutô						
(SH	OW CARD WITH SCALE – OI	NE ANSWER	R PER LINE)]	(MO	NTRER CARTE AVEC ECHE	LLE – UNE	REPONSE F	PAR LIGNI	Ξ)		
	(READ OUT – ROTATE)			incre at ased incre	ewh ngly at decr	Stay DK ed the sam e (SP ONT ANE OUS)			(LIRE – ROTATION)			Fort Plut eme t nt aug aug mei ment é é	t e g dimi nt nué d	eme re nt l dimi m nué (S	le
1 2	The area where you live (OUR COUNTRY)			1 2	3 4	5 6]	1 2	Là où vous vivez En (NOTRE PAYS)			1 2	3 3		5 6 5 6
NEV	,]	NEW	. ,				1 - 1		
Do v	ou think that is spending to	no much, abo	out the fair an	nount not	very much or	r not at all] QA31	Pens	sez-vous que dépense(nt)	tron à neu r	orès assez in	as beauco	un ou rie	n du to	out pour
to he	elp homeless people? OW CARD WITH SCALE - OI] [aidei	r les personnes sans abri?				<u> </u>		
	(READ OUT – ROTATE)	Too much	About the fair amount	Not very much	Not at all	DK			(LIRE – ROTATION)	Trop	A peu près assez	Pas beaucou	Rien tou		NSP
1	The (NATIONALITY) Government	1	2	3	4	5		1	Le Gouvernement (NATIONALITE)	1	2	3	4		5
2	The local or regional authorities	1	2	3	4	5		2	Les autorités locales ou régionales	1	2	3	4		5

In your opinion, which three of the following reasons best explain why people homeless?	become	QA32	Selon vous, quelles sont parmi les suivantes les trois raisons qui expliquent pourquoi certaines personnes deviennent sans abri?	ie mieux
(SHOW CARD – READ OUT – ROTATE – MAX. 3 ANSWERS)]	(MONTRER CARTE – LIRE – ROTATION – MAX. 3 REPONSES)	
They have lost their job and cannot find another one	1,		Elles ont perdu leur emploi et ne parviennent pas à en trouver un autre	1,
They cannot afford to pay a rent	2,		Elles ne peuvent pas se payer un loyer	2,
Their home was destroyed by a catastrophe (fire, floods, etc.)	0		Leur logement a été détruit par une catastrophe (incendie, inondation, etc.)	
They are aver indebted	3,		Elles sont surendettées	3,
They are over-indebted They have become ill or disabled	4, 5,		Elles sont surendettees Elles sont tombées malades ou souffrent d'un handicap	4, 5,
They are suffering from addiction (alcohol, drugs or other types of addiction)	5,		Elles souffrent d'une addiction (alcool, droques ou d'autres types de	ο,
They are suffering from addiction (alcohol, drugs or other types of addiction)	0		\ ' '	
The color was the color by the color was the color with the color was th	6,		dépendance)	6,
They have gone through a break-up or have lost a close relative	7,		Elles ont subi une séparation ou ont perdu un parent proche	7,
They suffer from mental health problems	8,		Elles souffrent de problèmes de santé mentale	8,
They cannot access adequate social benefits or support services	0		Elles n'ont pas accès à des prestations sociales ou a des services d'aide	
TI 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	9,		adaptés	9,
They have recently migrated, and do not have identification papers or	40		Elles ont récemment immigré et elles n'ont pas de papier d'identité ni de	40
official papers	10,		documents officiels	10,
They choose to live this way	11,		Elles ont choisi de vivre ainsi	11,
Other (SPONTANEOUS)	12,		Autre (SPONTANE)	12,
None (SPONTANEOUS)	13,		Aucune (SPONTANE)	13,
DK	14,		NSP	14,
D		1		
NEW (BASED ON EB67.1 QB16)		J	NEW (BASED ON EB67.1 QB16)	
]		
How likely is it that you could ever become homeless, yourself?		QA33	A votre avis, quelle est la probabilité que vous deveniez un jour sans abri ?	
(READ OUT – ONE ANSWER ONLY)]	(LIRE – UNE SEULE REPONSE)	
Very likely	1		Très probable	7 1
Fairly likely	2		Assez probable	2
Not very likely	3		Pas très probable	3
Not at all likely	4		Pas du tout probable	4
DK	5		NSP	5
	-			

QA34 QA34 Do you ever help poor people by doing any of the following? Vous arrive-t-il d'aider des personnes pauvres en faisant une ou plusieurs des actions suivantes? (SHOW CARD - READ OUT - ROTATE - MULTIPLE ANSWERS POSSIBLE) (MONTRER CARTE - LIRE - ROTATION - PLUSIEURS REPONSES POSSIBLES) Donating money to charities or associations which help poor people Donner de l'argent à des organisations caritatives ou à des associations qui aident les personnes pauvres 1, 1, Working as a volunteer in charities or associations which help poor people Faire du bénévolat auprès d'organisations caritatives ou d'associations qui 2, aident les personnes pauvres 2, Giving poor people clothes Donner des vêtements aux personnes pauvres 3, 3, Helping poor people find and access shelters or other appropriate services/ Aider les personnes pauvres à trouver et accéder à un abri ou à un autre institutions 4, service/ une autre organisation 4, Giving poor people some money 5, Donner de l'argent à des personnes pauvres 5, Buying papers or other items sold by homeless people Acheter des journaux ou d'autres biens vendus par des personnes pauvres 6. 6, Giving poor people food 7, Donner de la nourriture à des personnes pauvres 7, Non, n'aide jamais les personnes pauvres No, never helps poor 8, 8, Other types of help (SPONTANEOUS) 9. Autres types d'aide (SPONTANE) 9. You are not concerned/ there are no homeless in the area where you live Vous n'êtes pas concerné(e)/ il n'y a pas de personnes pauvres là où vous (SPONTANEOUS) 10, vivez (SPONTANE) 10. DK 11, NSP 11, NEW (BASED ON EB67.1 QB18) NEW (BASED ON EB67.1 QB18) QA35 A household may have different sources of income and more than one household member QA35 Un ménage peut avoir différentes sources de revenus et plus d'un membre du ménage peut may contribute to it. Thinking of your household's total monthly income, is your household contribuer à ces revenus. En pensant aux revenus mensuels de votre ménage, direz-vous able to make ends meet ...? que votre ménage arrive à boucler ses fins de mois ... ? (SHOW CARD - READ OUT - ONE ANSWER ONLY) (MONTRER CARTE - LIRE - UNE SEULE REPONSE) Very easily Très aisément Easily 2 Aisément 2 3 Relativement aisément 3 Fairly easily With some difficulty Avec quelques difficultés With difficulty 5 Avec difficulté 5 Avec beaucoup de difficultés With great difficulty 6 6 DK NSP 7 7 (DF) EQLS Q57 (DF) EQLS Q57

	(SHC	OW CARD - ONE ANSWER PER LINE)]	(MO	NTRER CARTE - UNE REPONSE PAR LIGNE)			
		(READ OUT)	Yes, can afford if want	No, cannot afford it	DK			(LIRE)	Oui, peut se l'offrir	Non, ne peut pas se l'offrir	NSI
	1	Keeping your home adequately warm	1	2	3		1	Garder une bonne température dans votre logement	1	2	3
	2	Paying for a week's annual holiday away from home (not staying with relatives)	1	2	3	-	2	Vous payer une semaine de vacances par an en dehors de chez vous (pas chez des amis ou des parents)	1	2	3
	4	A meal with meat, chicken or fish every second day if you wanted it	1	2	3		4	Faire un repas avec de la viande, du poulet ou du poisson tous les deux jours si vous le souhaitez	1	2	3
		EQLS Q19 TREND MODIFIED]]] 		EQLS Q19 TREND MODIFIED			
7	Look	EQLS Q19 TREND MODIFIED Ring at this card, which of the following best describes hall its bills and credit commitments at present?	ow your ho	busehold is ke	eeping up]] QA37	En re	,		e foyer fait fa	ace à
37	Look	king at this card, which of the following best describes h	ow your ho	ousehold is ke	eeping up]]] QA37	En re	EQLS Q19 TREND MODIFIED egardant cette carte, quelle situation décrit le mieux co		e foyer fait fa	ace à
7	Look with:	king at this card, which of the following best describes hall its bills and credit commitments at present?		1	eeping up]] QA37	En re toute (MO) Je fa Je fa	EQLS Q19 TREND MODIFIED egardant cette carte, quelle situation décrit le mieux co es ses factures et remboursements de crédits actueller NTRER CARTE – LIRE – UNE SEULE REPONSE) ais\ nous faisons face sans problème ais\ nous faisons face, mais je rencontre\ nous rencontre	ment?	1	ace à
7	Look with a (SHC)	king at this card, which of the following best describes hall its bills and credit commitments at present? OW CARD – READ OUT – ONE ANSWER ONLY) We are keeping up without any difficulties we are keeping up but struggle to do so from time to the commitment of th	ime	pusehold is ke	eeping up]] QA37	En re toute (MO) Je fa diffic Je fa	EQLS Q19 TREND MODIFIED egardant cette carte, quelle situation décrit le mieux co es ses factures et remboursements de crédits actueller NTRER CARTE – LIRE – UNE SEULE REPONSE) ais\ nous faisons face sans problème ais\ nous faisons face, mais je rencontre\ nous rencontre cultés passagères ais\ nous faisons face, mais c'est une lutte permanente	rons des	1 2 3	ace à
7	Look with a (SHC)	king at this card, which of the following best describes hall its bills and credit commitments at present? OW CARD – READ OUT – ONE ANSWER ONLY) A we are keeping up without any difficulties A we are keeping up but struggle to do so from time to the	ime	1 2 3 4	eeping up	QA37	En re toute (MO) Je fa diffic Je fa Je n' J'ai\	EQLS Q19 TREND MODIFIED egardant cette carte, quelle situation décrit le mieux co es ses factures et remboursements de crédits actueller NTRER CARTE – LIRE – UNE SEULE REPONSE) ais\ nous faisons face sans problème ais\ nous faisons face, mais je rencontre\ nous rencontre cultés passagères	rons des ures ou créd	1 2 3 its 4	ace à

}	What are your expectations for the next twelve months: will the next when it comes to the financial situation of your household? (M)	twelve months be	QA38	Quelles sont vos attentes pour les douze prochains mois : les douz ils en ce qui concerne la situation financière de votre foyer ? (M)	
	(READ OUT – ONE ANSWER ONLY)			(LIRE – UNE SEULE REPONSE)	
	Better	1		Meilleurs	1
	Worse	2		Pires	2
	The same	3		Sans changement	3
	DK	4		NSP	4

QA39 Looking at the next 12 months, would you say there is a high risk, some risk, not much of a risk or no risk at all of falling behind with ...?

QA39 En pensant aux trois prochains mois, diriez-vous qu'il existe un grand risque, quelques risques, pas beaucoup de risques ou pas du tout de risque que vous ne soyez pas en mesure de ...?

(SHOW CARD WITH SCALE – ONE ANSWER PER LINE)

	(READ OUT – ROTATE)	High risk	Some risk	Not much of a risk	No risk at all	DK
1	Daving your rent on time	-1	2	3	4	E
<u> </u>	Paying your rent on time	1	2	3	4	5 5
2	Paying your mortgage on time	1	2	3	4	5
3	Being able to cope with an unexpected expense of (60% OF THE NATIONAL AT RISK OF POVERTY THRESHOLD) €	1	2	3	4	5
4	Repaying consumer loans (to buy electrical appliances, furniture, etc.) on time	1	2	3	4	5
5	Paying utility bills (electricity, water, gas, etc.) on time	1	2	3	4	5
6	Paying for food or other daily consumer items	1	2	3	4	5

NEW

(MONTRER CARTE AVEC ECHELLE – UNE REPONSE PAR LIGNE)

_	T					
	(LIRE – ROTATION)	Un grand	Quelques	Pas	Pas du	NSP
		risque	risques	beaucoup	tout de	
				de risques	risque	
	•		l.			l.
1	Payer votre loyer à temps	1	2	3	4	5
2	Payer votre prêt	1	2	3	4	5
	hypothécaire à temps					
3	Faire face à une dépense	1	2	3	4	5
	inattendue d'un montant de					
	(60% DU MONTANT DU					
	SEUIL DE PAUVRETE					
	NATIONAL) €					
4	Rembourser vos crédits à la	1	2	3	4	5
	consommation (pour acheter					
	des appareils électriques,					
	des meubles, etc.) à temps					
	ues meubles, etc.) a temps					
5	Payer vos factures liées à	1	2	3	4	5
	votre logement (électricité,					
	eau, gaz, etc.)					
6	Payer la nourriture ou	1	2	3	4	5
	d'autres biens de					
	consommation courante					

	QA42									RES ALLER EN QA42						
	v confident would you say you are in your ability to kee you?	p your	job in	the co	ming	month	าร?	QA40		quelle mesure êtes-vous confiant(e) ou pas c à venir ? Etes-vous ?	e pouvoir ga	arder v	otre er	nploi d	ans le	es
(RE	AD OUT – ONE ANSWER ONLY)								(LIRE	- UNE SEULE REPONSE)						
_	y confident				1					confiant(e)				1		
	ly confident very confident				2					t confiant(e) t pas confiant(e)				2		
	at all confident				4					du tout confiant(e)				4		
DK	at all doffindent				5				NSP	at tout command(c)				5		
														_		
EB7	71.2 QD7								EB7	.2 QD7						
How	v often has each of the following happened to you during	ng the	last ye	ear?				QA41	Com	oien de fois les choses suivantes vous sont-el	es arrives a	u cours	de l'a	année	oassé	ée
(SH	OW CARD WITH SCALE - ONE ANSWER PER LINE)							(MOI	NTRER CARTE AVEC ECHELLE - UNE REP	NSE PAR I	_IGNE				
(SH	,	,	Sovo	Sovo	Loss	Nov	DK		(MOI					il Moin	lam	, I
(SH	OW CARD WITH SCALE - ONE ANSWER PER LINE	Seve		Seve			DK		(MOI	(LIRE)	Plu	si Plus	Plusi			
(SH	,	Seve ral	ral	ral	Less often		DK		IOM)		Plu	si Plus s eurs	i Plusi eurs		Jam ais	
(SH	,	Seve ral	ral				DK		(MOI		Plu: eur	si Plus s eurs s fois	i Plusi eurs	s souv		
(SH	,	Seve ral time s a	ral time	ral time s a	often /		DK		(MOI		Plu: eur fois pa	si Plus s eurs s fois	Plusi eurs fois dans	s souv ent/ rare		
(SH	,	Seve ral time s a	ral time s a	ral time s a	often / rarel		DK		(MOI		Plu: eur fois pa	si Plus s eurs fois par mois	Plusi eurs fois dans	s souv ent/ rare	ais	
	(READ OUT)	Seve ral time s a	ral time s a mont	ral time s a	often / rarel		DK 6			(LIRE)	Plu: eur fois pa ser ain	si Plus s eurs fois par moise	Plusi eurs fois dans	s souv ent/ rare	ais	
	,	Seve ral time s a week	ral time s a mont h	ral time s a year	often / rarel	er			2	(LIRE) Il vous a été difficile de remplir vos responsal familiales parce que vous passez trop de ten votre travail (M)	Plu: eur fois pa ser ain	si Plus s eurs fois par mois	i Plusi eurs fois dans l'ann ée	s souv ent/ rare ment	ais	
2	It has been difficult for you to fulfil your family responsibilities because of the amount of time you spend on the job (M) You have found it difficult to concentrate at work	Seve ral time s a week	ral time s a mont h	ral time s a year	often / rarel	er			2	(LIRE) Il vous a été difficile de remplir vos responsal familiales parce que vous passez trop de ten votre travail (M) Vous avez eu du mal à vous concentrer sur v	Plu: eur fois pa ser ain: ilités 1 os à 1	si Plus s eurs fois par moise	i Plusi eurs fois dans l'ann ée	s souv ent/ rare ment	ais	
2	It has been difficult for you to fulfil your family responsibilities because of the amount of time you spend on the job (M)	Seve ral time s a week	ral time s a mont h	ral time s a year	often / rarel y	er 5	6		2	(LIRE) Il vous a été difficile de remplir vos responsal familiales parce que vous passez trop de ten votre travail (M)	Plu: eur fois pa ser ain: ilités 1 os à 1	si Plus eurs fois par mois e	Plusi eurs fois dans l'ann ée	s souv ent/ rare ment	ais	

	ASK ALL		A TOUS									
QA42	In your opinion, what would be the very lowest net monthly income that your household would need in order to have a minimum acceptable standard of living, given the present circumstances and composition of your household? Net income is after tax and social security contributions have been deducted, and after including any social benefits you are entitled to. (M)	QA42	A votre avis, quel serait le revenu net mensuel le plus bas que votre foyer devrait avoir afin d'atteindre le niveau minimum acceptable de vie, étant donné les circonstances présentes de la composition de votre foyer? Le revenu net est obtenu après déduction des impôts et de contribution à la sécurité sociale, et après avoir ajouté toutes les prestations sociales dont vous bénéficiez. (M)									
	(CODE SPONTANEOUS ANSWER – IF "REFUSAL", CODE '9999999999' – IF "DK", CODE '9999999999')		(NOTER EN CLAIR – SI "REFUS", CODER '999999998' – SI "NSP", CODER '999999999									
	Euros]	euros									
	NEW (BASED ON EB67.1 QB2)		NEW (BASED ON EB67.1 QB2)									
QA43	Is the total net monthly income of your household as this figure? (M)	QA43	Le revenu total net mensuel de votre foyer est-il à celui-ci ? (M)									
	(SHOW CARD - SHOW THE FIGURE - READ OUT - ONE ANSWER ONLY)		(MONTRER CARTE - MONTRER LE MONTANT – LIRE – UNE SEULE REPONS	SE)								
	Much higher 1 Somewhat higher (M) 2 More or less the same 3 Somewhat lower (M) 4 Much lower 5 DK 6		Vraiment supérieur Un peu supérieur A peu près équivalent Un peu inférieur Vraiment inférieur NSP									
	EB71.1 QA4 TREND MODIFIED]	EB71.1 QA4 TREND MODIFIED									

C	On thi	s car	d, plea	ase se	lect th	ne lette	er that	would	best	descri	be the	situation	of your	household	QA44	Sur c	ette c	carte, v	euillez	z séled	ctionne	er la le	ettre q	ui déc	rit le m	nieux la	situatior	de votre
(SHO	N CA	RD –	ONE .	ANSV	VER C	NLY)									(MON	ITRE	R CAF	RTE –	UNE :	SEULI	REF	PONSI	Ξ)				
	(Ver y poor) E	В	V	Z	R	Р	A	G	0	(Ver y wealt hy) T	Refu sal					(Trè s pauv re) E	В	V	Z	R	Р	A	G	0	(Trè s riche) T	Refu s		
L	1	2	3	4	5	6	7	8	9	10	11					1	2	3	4	5	6	7	8	9	10	11		
Г)K												12)		NSP												12

QA45 Could you please tell me for each of the following social services of general interest if you, or QA45 Pourriez-vou

people you are close to, are using it, have used or not used it in the last 12 months?

Pourriez-vous me dire, pour chacun des services sociaux d'intérêt général suivants, si vous ou des personnes dont vous êtes proche, les utilisez, les avez utilisés ou pas utilisés au cours des 12 derniers mois.

(SHOW CARD WITH SCALE - ONE ANSWER PER LINE)

	(READ OUT – ROTATE)	Is using it	Has used in the last 12 months	Has not used it in the last 12 months	DK
1	Long-term care services, that is services for dependent people because of age, chronic illness or disability	1	2	3	4
2	Child care services, that is services whereby under school age children are looked after by professional staff usually during working hours	1	2	3	4
3	Public employment services, that is services to fight against unemployment by proposing jobs, trainings, etc.	1	2	3	4
4	Social housing services, that is accommodation for people with low to moderate incomes	1	2	3	4
5	Social assistance, that is cash benefits and social welfare services provided to low-income, unemployed or inactive people	1	2	3	4

A I T \ A /		
INEW		

(MONTRER CARTE AVEC ECHELLE – UNE REPONSE PAR LIGNE)

	1	_	1 .		
	(LIRE – ROTATION)	Les	Les avez	Ne les	NSP
		utilisez	utilisés au	0 0 = p 0.0	
			cours des		
			12	cours des	
			derniers	12	
			mois	derniers	
				mois	
1	Les services de soins à long terme, qui	1	2	3	4
	sont des services pour les personnes				
	dépendantes en raison de leur âge,				
	d'une maladie chronique ou d'un				
	handicap				
2	Les services de garde d'enfants, qui	1	2	3	4
	sont des services dans lesquels un				
	personnel professionnel s'occupe des				
	enfants en bas âge pendant les heures				
	de travail				
3	Les services publics pour l'emploi, qui	1	2	3	4
	sont destinés à lutter contre le chômage				
	en proposant des emplois, des				
	formations, etc.				
4	Les services de logement social, qui	1	2	3	4
	sont destinés à fournir un logement aux				
	personnes à faible revenu				
5	L'assistance sociale, qui est une aide en	1	2	3	4
	espèces et des services sociaux fournis				
	aux personnes à faible revenu, aux				
	chômeurs ou aux personnes sans				
	emploi				

QA46 Thinking now about the quality of ... in (OUR COUNTRY), would you say that it is very good, fairly good, fairly bad or very bad?

QA46 En pensant à la qualité des ... en (NOTRE PAYS), diriez-vous qu'elle est très bonne, plutôt bonne, plutôt mauvaise ou très mauvaise ?

(SHOW CARD WITH SCALE - ONE ANSWER PER LINE)

	(READ OUT – ROTATE)	Very good	Fairly good	Fairly bad	Very bad	DK
						<u> </u>
1	Long term care services	1	2	3	4	5
2	Childcare services	1	2	3	4	5
3	Public employment services	1	2	3	4	5
4	Social housing services	1	2	3	4	5
5	Social assistance services	1	2	3	4	5

(MONTRER CARTE AVEC ECHELLE – UNE REPONSE PAR LIGNE)

	(LIRE – ROTATION)	Très	Plutôt	Plutôt	Très	NSP
		bonne	bonne	mauvaise	mauvaise	
1	Services de soins à long terme	1	2	3	4	5
2	Services de garde d'enfants	1	2	3	4	5
3	Services publics pour l'emploi	1	2	3	4	5
4	Services de logements sociaux	1	2	3	4	5
5	Services d'assistance sociale	1	2	3	4	5

NEW (BASED ON EB67.3 QA3)

NEW (BASED ON EB67.3 QA3)

And	I thinking now about the affordability of?	in (OUR COUNTR)	Y), wo	uld yc	u say	that th	QA47	Et er	n pensant au prix des en (NOTRE PAYS)), diriez-vous qu'	ils son	it ?				
(SH	OW CARD WITH SCALE – ONE ANSWE	R PER LINE)				(MOI	NTRER CARTE AVEC ECHELLE – UNE R	EPONSE PAR L	IGNE)				_			
	(READ OUT – ROTATE)	affor	y affor	very affor	Not at all affor dabl e	to	DK			(LIRE – ROTATION)	abor	abor	très abor dabl	du tout abor dabl es	r/	t
1	Long term care services	1	2	3	4	5	6		1	Services de soins à long terme	1	2	3	4	5	ī
2	Childcare services	1	2	3	4	5	6		2	Services de garde d'enfants	1	2	3	4	5	1
3	Public employment services	1	2	3	4	5	6		3	Services publics pour l'emploi	1	2	3	4	5	1
4	Social housing services	1	2	3	4	5	6		4	Services de logements sociaux	1	2	3	4	5	
5	Social assistance services	1	2	3	4	5	6		5	Services d'assistance sociale	1	2	3	4	5	

QA48a Imagine an elderly father or mother who lives alone and can no longer manage to live without regular help because of her or his physical or mental health condition? In your opinion, what would be the best option for people in this situation? Firstly?

QA48a Imaginons qu'un père ou une mère âgé(e) qui habite seul(e) ne peut plus vivre sans une aide régulière, à cause de son état de santé physique ou mentale. A votre avis, quelle serait la meilleure option pour une personne dans ce cas ? En premier ?

QA48b And secondly?

QA48b Et en deuxième ?

(SHOW CARD – ONE ANSWER PER COLUMN)

(READ OUT)	QA48a	QA48b
	FIRSTLY	SECONDLY
They should live with one of their children	1	1
One of their children should regularly visit their home, in	2	2
order to provide them with the necessary care		
Public or private service providers should visit their home	3	3
and provide them with appropriate help and care		
They should move to a nursing home or sheltered	4	4
housing		
Other (SPONTANEOUS) (N)	5	5
It depends (SPONTANEOUS)	6	6
None of these (SPONTANEOUS)	7	7
DK	8	8

(MONTRER CARTE – UNE REPONSE PAR COLONNE)

(LIRE)	QA48a	QA48b
	EN PREMIER	EN DEUXIEME
Ils devraient vivre avec un de leurs enfants	1	1
L'un de leurs enfants devrait régulièrement leur rendre	2	2
visite pour fournir les soins nécessaires		
Des services d'aide publics ou privés devraient se rendre	3	3
chez eux pour leur fournir l'aide et les soins appropriés		
Ils devraient aller vivre dans une maison de repos ou un foyer pour personnes âgées	4	4
Autre (SPONTANE) (N)	5	5
Cela dépend (SPONTANE)	6	6
Aucune de celle-ci (SPONTANE)	7	7
NSP	8	8

EB67.3 QA7a&b

EB67.3 QA7a&b

QA49 QA49 Childcare for children aged 0-3 can be organised in different ways, by combining several Les gardes d'enfants de 0 à 3 ans peuvent être organisées de différentes facons, en options or by relying on only one option. In your opinion, what is the best way of organising combinant plusieurs options ou en n'en choisissant qu'une seule. A votre avis, quelle est la childcare for children aged 0-3? meilleure manière d'organiser les gardes des enfants de 0 à 3 ans ? (SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE) (MONTRER CARTE - LIRE - PLUSIEURS REPONSES POSSIBLES) Public or private day care centre/ pre-school Les crèches ou pré-gardiennats publics ou privés 1, In-house child minder or au pair 2, Une gardienne à domicile 2, Certified child minding in a private home i.e. by a person who is registered/ Une garde agréée à domicile, par ex. par une personne reconnue/ agréée certified for child minding pour la garde d'enfants 3, 3, Childcare predominately by the mother La prise en charge principalement par la mère 4, 4, Childcare predominately by the father 5, 5, La prise en charge principalement par le père Childcare by both the mother and the father La prise en charge par le père et par la mère 6, 6, Childcare by grand-parents or other relatives La prise en charge par les grands-parents 7, 7, Other (SPONTANEOUS) Autre (SPONTANE) 8. 8. None (SPONTANEOUS) Aucun (SPONTANE) 9, 9. NSP 10. 10. NEW (BASED ON FL247 Q6) NEW (BASED ON FL247 Q6) QA50 Childcare for children aged 3-6 can be organised in different ways, by combining several QA50 Les gardes d'enfants de 3 à 6 ans peuvent être organisées de différentes facons, en options or by relying on only one option. In your opinion, what is the best way of organising combinant plusieurs options ou en n'en choisissant qu'une seule. A votre avis, quelle est la childcare for pre-school children aged 3-6? meilleure manière d'organiser les gardes des enfants de 3 à 6 ans ? (SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE) (MONTRER CARTE - LIRE - PLUSIEURS REPONSES POSSIBLES) Public or private day care centre/ infant school Les crèches ou pré-gardiennats publics ou privés 1, In-house child minder or au pair 2, Une gardienne à domicile 2, Certified child minding in a private home i.e. by a person who is Une garde agréée à domicile, par ex. par une personne reconnue/ agréée registered/certified for child minding pour la garde d'enfants 3. 3, Childcare predominately by the mother 4, La prise en charge principalement par la mère 4, 5, Childcare predominately by the father 5, La prise en charge principalement par le père Childcare by both the mother and the father La prise en charge par le père et par la mère 6, 6. Childcare by grand-parents or other relatives 7, La prise en charge par les grands-parents 7, Other (SPONTANEOUS) Autre (SPONTANE) 8. 8. None (SPONTANEOUS) 9. Aucun (SPONTANE) 9. DK 10, 10. NEW (BASED ON FL 247 Q6) NEW (BASED ON FL 247 Q6)

Do you think that having access to pre-school education before primary school	ool is?	QA51	Pensez-vous que pouvoir aller à l'école maternelle, avant l'école primaire es	st ?
(SHOW CARD – READ OUT – ONE ANSWER ONLY)			(MONTRER CARTE- LIRE - UNE SEULE REPONSE)	
Absolutely necessary, no one should have to do without Necessary	1 2		Absolument nécessaire, personne ne devrait en être privé Nécessaire	1 2
Desirable but not necessary Not at all necessary DK	3 4 5		Souhaitable mais pas nécessaire Pas du tout nécessaire NSP	3 4 5
EB67.1 QB15b TREND MODIFIED	•		EB67.1 QB15b TREND MODIFIED	-
		7		
In your opinion, which of the following groups should be prioritised in receivir	ng social	QA52	Selon vous, parmi les suivants, quels groupes devraient obtenir une assistar	nce social
In your opinion, which of the following groups should be prioritised in receivir assistance? (SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)	ng social	QA52	Selon vous, parmi les suivants, quels groupes devraient obtenir une assistar priorité ? (MONTRER CARTE – LIRE – PLUSIEURS REPONSES POSSIBLES)	nce social
assistance?] 1,	QA52	priorité ?	nce social
assistance? (SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE) Single parents Immigrants	1	QA52	priorité ? (MONTRER CARTE – LIRE – PLUSIEURS REPONSES POSSIBLES) Les parents célibataires Les immigrants	nce sociale
assistance? (SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE) Single parents] 1,	QA52	priorité ? (MONTRER CARTE – LIRE – PLUSIEURS REPONSES POSSIBLES) Les parents célibataires] 1,
assistance? (SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE) Single parents Immigrants	1, 2,	QA52	priorité ? (MONTRER CARTE – LIRE – PLUSIEURS REPONSES POSSIBLES) Les parents célibataires Les immigrants Les personnes souffrant d'addictions (alcool, drogues ou autres types de	1, 2,
assistance? (SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE) Single parents Immigrants People suffering from addictions (alcohol, drugs or other types of addiction)	1, 2,	QA52	priorité ? (MONTRER CARTE – LIRE – PLUSIEURS REPONSES POSSIBLES) Les parents célibataires Les immigrants Les personnes souffrant d'addictions (alcool, drogues ou autres types de dépendance)	1, 2,
assistance? (SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE) Single parents Immigrants People suffering from addictions (alcohol, drugs or other types of addiction) Homeless people	1, 2,	QA52	priorité ? (MONTRER CARTE – LIRE – PLUSIEURS REPONSES POSSIBLES) Les parents célibataires Les immigrants Les personnes souffrant d'addictions (alcool, drogues ou autres types de dépendance) Les personnes sans abri	1, 2, 3, 4,
assistance? (SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE) Single parents Immigrants People suffering from addictions (alcohol, drugs or other types of addiction) Homeless people Abandoned or neglected children	1, 2,	QA52	priorité ? (MONTRER CARTE – LIRE – PLUSIEURS REPONSES POSSIBLES) Les parents célibataires Les immigrants Les personnes souffrant d'addictions (alcool, drogues ou autres types de dépendance) Les personnes sans abri Les enfants abandonnés ou victimes de mauvais traitements	1, 2, 3, 4,
assistance? (SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE) Single parents Immigrants People suffering from addictions (alcohol, drugs or other types of addiction) Homeless people Abandoned or neglected children Young offenders	1, 2,	QA52	priorité ? (MONTRER CARTE – LIRE – PLUSIEURS REPONSES POSSIBLES) Les parents célibataires Les immigrants Les personnes souffrant d'addictions (alcool, drogues ou autres types de dépendance) Les personnes sans abri Les enfants abandonnés ou victimes de mauvais traitements Les jeunes délinquants	1, 2, 3, 4,
assistance? (SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE) Single parents Immigrants People suffering from addictions (alcohol, drugs or other types of addiction) Homeless people Abandoned or neglected children Young offenders Disabled people	1, 2,	QA52	priorité ? (MONTRER CARTE – LIRE – PLUSIEURS REPONSES POSSIBLES) Les parents célibataires Les immigrants Les personnes souffrant d'addictions (alcool, drogues ou autres types de dépendance) Les personnes sans abri Les enfants abandonnés ou victimes de mauvais traitements Les jeunes délinquants Les personnes souffrant d'un handicap	1, 2, 3, 4,
assistance? (SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE) Single parents Immigrants People suffering from addictions (alcohol, drugs or other types of addiction) Homeless people Abandoned or neglected children Young offenders Disabled people Unemployed people	1, 2, 3, 4, 5, 6, 7, 8,	QA52	priorité ? [(MONTRER CARTE – LIRE – PLUSIEURS REPONSES POSSIBLES)] Les parents célibataires Les immigrants Les personnes souffrant d'addictions (alcool, drogues ou autres types de dépendance) Les personnes sans abri Les enfants abandonnés ou victimes de mauvais traitements Les jeunes délinquants Les personnes souffrant d'un handicap Les personnes sans emploi	1, 2, 3, 4, 5, 6, 7, 8,
assistance? (SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE) Single parents Immigrants People suffering from addictions (alcohol, drugs or other types of addiction) Homeless people Abandoned or neglected children Young offenders Disabled people Unemployed people Elderly people	1, 2, 3, 4, 5, 6, 7, 8, 9,	QA52	priorité ? (MONTRER CARTE – LIRE – PLUSIEURS REPONSES POSSIBLES) Les parents célibataires Les immigrants Les personnes souffrant d'addictions (alcool, drogues ou autres types de dépendance) Les personnes sans abri Les enfants abandonnés ou victimes de mauvais traitements Les jeunes délinquants Les personnes souffrant d'un handicap Les personnes sans emploi Les personnes âgées	1, 2, 3, 4, 5, 6, 7, 8, 9,

QA53	In your opinion, which of the following groups should be prioritised wh	nen it comes to having	QA53	Selon vous, quels groupes parmi les suivants devraient o	btenir des logements sociaux en		
	access to social housing?	· ·		priorité ?	Ğ		
			_		_		
	(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)]	(MONTRER CARTE – LIRE – PLUSIEURS REPONSES POSSIBLES)			
	Single parents	1,		Les parents célibataires	1,		
	Immigrants	2,		Les immigrants	2,		
	Young parents	3,		Les jeunes parents	3,		
	Homeless people	4,		Les personnes sans abri	4,		
	Students	5,		Les étudiants	5,		
	Disabled people	6,		Les personnes souffrant d'un handicap	6,		
	Unemployed people	7,		Les personnes sans emploi	7,		
	Elderly people	8,		Les personnes âgées	8,		
	Other (SPONTANEOUS)	9,		Autre (SPONTANE)	9,		
	None (SPONTANEOUS)	10,		Aucun (SPONTANÉ)	10,		
	DK	11,		NSP	11,		
			-	<u> </u>			
	NEW			NEW			
	INTERVIEWER: The following questions are about the financing, org	anisation and provision	1	ENQUETEUR : Les questions suivantes parlent de financ	rement d'organisation et de		
	of social services of general interest.	anisation and provision		fourniture de services sociaux d'intérêt public.	ement, d'organisation et de		
	or occurs or your an intercent		j	Touristand and controde decidant a microt passion			
			1				
			4				
QA54	In your opinion, approximately what percentage of the total income of	f one's household is	QA54	Selon vous, à peu près quel pourcentage des revenus tot	aux d'un ménage est-il raisonnable		
	reasonable to pay for the care of one's parents?]	de payer pour la prise en charge de ses parents ?	-		
	(MAINTE DOMAN, JE INJONEILOODE 1999), JE INDEELIOAL II OODE 199	201 15 1151/11 2005	1	(NOTED EN OLAID, OLUMINOUNI CODED 1999), OLUDO			
	(WRITE DOWN - IF "NONE" CODE '000' - IF "REFUSAL" CODE '999')	98' – IF "DK" CODE		(NOTER EN CLAIR – SI "AUCUN" CODER '000' – SI "RE CODER '999')	EFUS" CODER '998' – SI "NSP"		
	999)		j	CODER 999)			
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	No.		7	la resur			
	NEW]	NEW			
			1				
			1				
QA55	And approximately what percentage of the total income of one's house	sehold do you think is	QA55	Et à peu près quel pourcentage des revenus totaux d'un l			
	reasonable to pay for the care of one's children?		<u> </u>	raisonnable de payer pour la prise en charge de ses enfa	nts?		
			1	ALOTED EN OLARD OLIVATION DE CORED 10001 OLIVE			
	(WRITE DOWN – IF "NONE" CODE '000' – IF "REFUSAL" CODE '999')	98' – IF "DK" CODE		(NOTER EN CLAIR – SI "AUCUN" CODER '000' – SI "RE CODER '999')	EFUS" CODER '998' – SI "NSP"		
	<u> </u>		•	<u> </u>			
	%]	%			
	NEW		1	NEW			

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	When it comes to social services, in your opinion who should be primarily responsible for providing outside your family circle?							En termes de services sociaux, selon vous, qui devrait être principalement responsable de fourniture de en dehors du cercle familial ?						
(SF	HOW CARD WITH SCALE – ON	IE ANSWEF	R PER LINE)					(MO	NTRER CARTE AVEC ECHE	LLE – UNE	REPONSE I	PAR LIGNE)	
	(READ OUT – ROTATE)	The public sector at national level	The public sector at regional or local level	The private sector (private firms)	NGOs, charities	DK			(LIRE – ROTATION)	Le secteur public au niveau national	Le secteur public au niveau régional ou local	Le secteur privé (les entreprise s privées)	ONGs, les organisatio	NS
1	Long term care services	1	2	3	4	5		1	Services de soins à long terme	1	2	3	4	5
2	2 Childcare services	1	2	3	4	5		2	Services de garde d'enfants	1	2	3	4	5
3	Public employment services	1	2	3	4	5		3	Services public pour l'emplo	1	2	3	4	5
4	4 Social housing services	1	2	3	4	5		4	Services de logement social	1	2	3	4	Ę
5	Social assistance services	1	2	3	4	5		5	Services d'assistance sociale	1	2	3	4	5
	-1A/						1	_	ı					
NE	: VV							NEW	V					
In (general, how would you rate the DUNTRY)? Please use a scale frery good".						QA57	D'un PUB	e manière générale, quelle no LICS suivants en (NOTRE PA leur qualité est « très faible » «	YS) ? Merc	i d'utiliser ur	ne échelle de	e 1 à 10, où '	1' sigr
In G CC "ve	general, how would you rate the DUNTRY)? Please use a scale from	rom 1 to 10,	where '1' me				QA57	D'un PUB que	e manière générale, quelle no LICS suivants en (NOTRE PA	YS) ? Merc et '10' signif	i d'utiliser ur ie que leur q	ne échelle de jualité est «	e 1 à 10, où ' très bonne »	1' sigr
In G CC "ve	general, how would you rate the DUNTRY)? Please use a scale from good".	rom 1 to 10,	where '1' me				QA57	D'un PUB que	e manière générale, quelle no LICS suivants en (NOTRE PA leur qualité est « très faible » «	YS) ? Mercet '10' signif	i d'utiliser ur ie que leur q	ne échelle de jualité est «	e 1 à 10, où 'très bonne ».	1' sigr
In G CC "ve	general, how would you rate the DUNTRY)? Please use a scale from good". HOW CARD WITH SCALE - ONI (READ OUT) 1 Very bad	E ANSWER	where '1' me	eans "very b	ad" and '10'	10 DK Very good	QA57	D'un PUB que	e manière générale, quelle no LICS suivants en (NOTRE PA leur qualité est « très faible » « NTRER CARTE AVEC ECHE (LIRE) 1 Qua ité très faibl	YS) ? Mercet '10' signif	i d'utiliser ur ie que leur q	ne échelle de qualité est « PAR LIGNE)	e 1 à 10, où 'très bonne ».	1' sigr 10 Qual ité très bonn